

Verizon Communications 1300 I Street NW, Suite 400W Washington, DC 20005

January 2, 2001

Ex Parte

Ms. Magalie Roman Salas Secretary Federal Communications Commission 445 12th St., S.W. – Portals Washington, DC 20554

> RE: Application by Verizon-New England Inc. for Authorization To Provide In-Region, InterLATA Services in State of Rhode Island, Docket No. 01-324 - REDACTED

Dear Ms. Salas:

Per the request of the CCB staff, Verizon is providing the November Carrier-to-Carrier reports for Rhode Island. The report contains proprietary information and has been redacted. A confidential version is also being filed. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-2746.

Sincerely,

Clint E. Odom

Attachment

cc:

J. Veach

J. Stanley

G. Remondino

Chit Edh

Bruce P. Beausejour Vice President and General Counsel – New England

> Room 1403 185 Franklin Street Boston, MA 02110

Phone 617 743-2445 Fax 617 737-0648 bruce.p.beausejour@verizon.com

December 27, 2001

Luly E. Massaro, Commission Clerk Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888

Re: Docket No. 3195-Verizon Rhode Island Performance Metrics

Dear Ms. Massaro:

Enclosed are an original and nine copies of Verizon Rhode Island's aggregate performance report for November 2001, using the Carrier-to-Carrier (C2C) Guidelines filed with the Commission on February 16, 2001.

The number of observations shown for Verizon's UNE-2-wire xDSL provisioning and maintenance are associated with Verizon Advanced Data, Inc. ("VADI") and are considered proprietary. A proprietary version of the November aggregate reports is being filed under separate cover with the Commission only.

CLECs may obtain carrier-specific reports and data files concerning their own operations upon request to their Account Manager, and such reports will be provided directly to the CLEC for each subsequent month.

The Attachment to this transmittal letter provides information regarding a toll-free help-line that is available to CLECs who have questions about the C2C reports they have received.

If you have any questions regarding this matter, please do not hesitate to contact me at the number above. Thank you for your attention to this matter.

Very truly yours,

Bruce P. Beausejour

Attachments cc: Service List



Dear Recipient of RI Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Rhode Island Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-RI's Carrier-to-Carrier Performance Reports. The Help Line number is 800-959-9995.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a call coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

| Escalation Level | Contact | Title | Contact Number |
|------------------|---------------|--------------------|----------------|
| Level 1 | Pamela Hunt | Manager | 301-236-3894 |
| Level 2 | John Keenan | Director | 617-743-6547 |
| Level 3 | Thomas Sautto | Executive Director | 973-649-7025 |

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan

Director - Wholesale Performance Assurance

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

| | PRE-ORDERING | 1 | | Actual Performanc | • | |
|------------------------------|--|--|--------------|-------------------|---------------|--------------|
| Metric # | PO-1 - Response Time OSS Ordering Interface ^ | Standard | Vz*** | CLEC | Difference | Observations |
| PO-1-01-6020 | Customer Service Record - FDI | Parity plus < =4 Seconds | 1.33 | 2.58 | 1.25 | 280 |
| PO-1-01-6030 | Customer Service Record - EDI Customer Service Record - CORBA | Parity plus < =4 Seconds | 1.33 | 0.68 | -0.65 | 493 |
| PO-1-01-6050 | Customer Service Hacord - Web GUI | Parity plus < #7 Seconds | 1.33 | 2.63 | 1.30 | 5410 |
| PO-1-02-6020 | Due Date Availability - EDI Due Date Availability - CORBA Due Date Availability - Web GUI Address Validation - EDI Address Validation - EOI Address Validation - CORBA | Parity plus < ×4 Seconds | 0.07 | NA NA | | |
| PO-1-02-6030 PO-1-02-6050 | Due Date Availability - CORBA | Parity plus < =4 Seconds | 0.07 | NA NA | | |
| PO-1-03-6020 | Address Velidation - SOI | Parity plus < =7 Seconds | 0.07 3.85 | 2.26 | 2.19 | 273 |
| PO-1-03-6030 | Address Validation - EDI Address Validation - CORBA Address Validation - Web GUI Product & Service Availability - EDI | Parity plus < =4 Seconds Parity plus < =4 Seconds | 3.85 | 5.42 3.16 | 1.57 -0.69 | 25 45 |
| PO-1-03-6050 | Address Validation - Web GUI | Parity plus < =7 Seconds | 3.85 | 4.89 | 1.04 | 880 |
| PQ-1-04-6020 | Product & Service Availability - EDI | Parity plus < =10 Seconds | 8.48 | NA NA | 1.04 | |
| PO-1-04-6030 | Product & Service Availability - EDI Product & Service Availability - CORBA | Parity plus < =10 Seconds | 8.48 | NA NA | | |
| PO-1-04-6050 | Froduct & Salake Availability - Web Got | Parity plus < =10 Seconds | 8.48 | 5.98 | -2.50 | 23 |
| PO-1-05-6020 PO-1-05-6030 | Telephone Number Availability & Reservation - EUI | Parity plus < =4 Seconds | 5.37 | NA | | |
| PO-1-05-6050 | Telephone Number Availability & Reservation - CORBA Telephone Number Availability & Reservation - Web GUI Facility Availability (Loop Qualification) - EDI Facility Availability (Loop Qualification) - CORBA Facility Availability (Loop Qualification) - CORBA | Parity plus < =4 Seconds Parity plus < =7 Seconds | 5.37 5.37 | 3.52 6.13 | -1.85 0.76 | 333 |
| PO-1-06-6020 | Facility Availability (Loop Qualification) - EDI | Parity plus < =4 Seconds | 3.51 | 4.36 | 0.85 | 11 |
| PO-1-06-6030 | Facility Availability (Loop Qualification) - CORBA | Parity plus < =4 Seconds | 3.51 | NA NA | 0.03 | |
| PO-1-06-6050 | Facility Availability (Loop Qualification) - CORBA Facility Availability (Loop Qualification) - Web GUI Rejected Query - CORBA*** Rejected Query - CORBA*** | Parity plus < =7 Seconds | 3,51 | 4.65 | 1.14 | 260 |
| PO-1-07-6020 | Rejected Query - EDI*** | Parity Plus < =4 Seconds | 0.04 | 2.14 | 2.10 | 6884 |
| PO-1-07-6030 PO-1-07-6050 | Rejected Query - CORBA*** Rejected Query - Web GUI*** | Parity plus < =4 Seconds | 0.04 | 0.61 | 0.57 | 2652 |
| PO-1-08-6020 | Rejected Query - Web QU*** % Timeouts - EDI % Timeouts - CORBA | Parity plus < =7 Seconds not > .33% | 0.04 | 3.20 0.23 | 3.16 | 3032 |
| PO-1-08-6030 | % Timeouts - CORRA | not > .33% not > .33% | | 0.23 | (APPARA | 427 |
| PO-1-08-6050 | % Timeouts - CORBA % Timeouts - Web GUI Person CSR - EDI | not > .33% | | 0.04 | | 2364 9725 |
| PO-1-09-6020 | Parsed CSR - EDI | Parity plus < =10 Seconds | 1.33 | 1.77 | 0,44 | 26 |
| PQ-1-09-6030 | Parsed CSR - EDI Parsed CSR - CORBA | Parity plus <= 10 Seconds | 1.33 | 0.27 | -1.06 | 333 |
| | A Retail data is obtained from Enview, and the total number of observations is 10 per hour per day. | | | | | |
| | TO per nous per day, | | | | | |
| | PO-2 - OSS Interface Availability | | | | | |
| PO-2-01-6020 | OSS Interf. Avail Total - EDI OSS Interf. Avail Total - CORBA | T | 1 1 | 100.00 | | 0.00 |
| PO-2-01-6030 | OSS Interf. Avail Total - CORBA | | | 99.96 | | 0.60 |
| PO-2-01-6040 PO-2-01-6050 | OSS Interf. Avail Total - CUHRA OSS Interf. Avail Total - Pient Web GUI (RETAS) OSS Interf. Avail Total - Pre-order/Order WEB GUI | No Standard | | 99.85 | | 1.10 |
| PO-2-01-6060 | OSS Interf. Avail Total - Pre-orger/Order Web GUT OSS Interf. Avail Total - Electronic Bonding OSS Interf. Avail Prime Time - EDI | | | 99.85 | | 1.10 |
| PO-2-02-6020 | OSS Interf. Avail Prime Time - EDI | >=99,5% | ., | 100.00 | | 0.00 |
| PQ-2-02-6030 | The state of the s | >=99.5% | | 100.00 | | 0.00 |
| PO-2-02-6040 | OSS Interf. Avail Prime Time - COHBA OSS Interf. Avail Prime Time - Maint. Web GUI (RETAS) | >=99.5% | | 100.00 | | 0.00 |
| PO-2-02-6050 | OSS Interf. Avail Prime Time - Pre-order/Order WEB GUI | >=99.5% | | 100,00 | | 0.00 |
| PO-2-02-6060 | 1 000 litten. Avan - Frane Tarie - Electronic bolitaria | >=99.5% | ., | 100.00 | | 0.00 |
| PO-2-03-6020 PO-2-03-6030 | | | i. | 100.00 | | 0.00 |
| PO-2-03-6030 PO-2-03-6040 | OSS Interi. Avail Non-Prime - COHBA OSS Interi. Avail Non-Prime - Maint. Web GUI (RETAS) | No Standard | | 99.89 | | 0.60 |
| PO-2-03-6050 | OSS Interf. Avail Non-Prime - Maint. Web GUI (RETAS) OSS Interf. Avail Non-Prime - Pre-order/Order WEB GUI | NO Standard | | 99.59 | | 1.10 |
| PO-2-03-6060 | OSS Interf. Avail - Non-Prime - Electronic Bonding | | | 100.00 | | 0.00 |
| | DO F. A | | • | | | |
| PO-5-01-2000 | PO-5 - Average Notification of Interface Outage Average Notice of Interface Outage* | Not more than 20 minutes | 1 | NA | | |
| | Transportation of the state of | 1 NOT INOS O MAIT 20 MINISTERS | , . | INA. | | |
| | PO-6 - Software Validation | _ | | | | |
| PO-6-01-2000 | Software Validation*** | <≠5% | · | R3 | • | |
| | PO-7 - Software Problem Resolution Timeliness | | | | | |
| PQ-7-01-2000 | 9/ Cathuras Brokton Con Transferen | 1 >=95% | | NA | 1 | |
| PO-7-02-2000 | Delay Hrs + S/W Res + Change - Vactions Feiled, No Worksmund | 48 hours | ŀ | NA I | | |
| PO-7-03-2000 | Delay Hrs S/W Res Change - Xactions Falled, With Workaround | 10 days | | NA NA | | |
| PO-7-04-2000 | Delay Hrs SW Hes Change - Xactions Palled, With Workardund Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A*** | 48 hours | | NA NA | | |
| | | | | | | |
| PO-8-01-2000 | PO-8 - Manual Loop Qualification Average Response Time - Manual Loop Qualification | 95% within 48 Hours | ſ | NEF] | | |
| PO-8-02-2000 | Average Response Time - Engineering Record Request | 95% within 72 Hours | | NA NA | | |
| | 2. grooting research to quot | 1 30 % Millian 12 (150a) 3 | | | | |
| | | • | | | | |
| | Change Notification* | | | | | |
| | PO-4 - Timeliness of Change Management Notice | | | | | |
| PO-4-01-6611 | Artist Co. A. E. Santa | T | , г | 100.00 | | 11 |
| PO-4-01-6621 | % Notices Sent on Time - Emergency Maint. % Notices Sent on Time - Regulatory | > = 95% and no delayed | i | NA NA | | '' |
| PO-4-01-6631 | % Notices Sent on Time - Industry Standard | notices and documentation | 1 1 | NA NA | | |
| PO-4-01-6641 | % Notices Sent on Time - Regulatory % Notices Sent on Time - Industry Standard % Notices Sent on Time - Vertzon Orig. % Notices Sent on Time - CLEC Orig. | over 8 days | | NA | ì | |
| PO-4-01-6651 PO-4-02-6611 | | | .] i. | NA | | |
| PO-4-02-6621 | Change Mgmt, Notice - Delay 1-7 Days - Emergency Maint, Change Mgmt, Notice - Delay 1-7 Days - Regulatory Change Mgmt, Notice - Delay 1-7 Days - Ind. Std. | Notification before implementation | | NA NA | | |
| PO-4-02-6631 | | If Period not set, default to ind, Std. Time > #66 days | ' | NA NA | | |
| PO-4-02-6641 | | >=66 days | ŀ | NA NA | | |
| PO-4-02-6651 | Change Mgmt. Notice - Delay 1-7 Days - Vertzon Orig. Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig. | >=66 days | ļ | NA NA | | |
| PO-4-03-6611 | Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. | Notification before Implementation | m [| NA | i | |
| PO-4-03-6621 PO-4-03-6631 | Change Mgmt. Notice - Delay 8+ Days - Energency Maint. Change Mgmt. Notice - Delay 8+ Days - Energency Maint. Change Mgmt. Notice - Delay 8+ Days - Regulatory Change Mgmt. Notice - Delay 8- Days - Led Std. | If Period not set, default to Ind. Std. Time | , [| NA. | ļ | |
| PO-4-03-6631 PO-4-03-6641 | Change Mgmt, Notice - Delay 8+ Days - Ind. Std. Change Mgmt, Notice - Delay 8+ Days - Verizon Ortg. | >=66 days | ŀ | NA | ļ | |
| PO-4-03-6651 | Change Mgmt. Notice - Delay 8+ Days - CLEC Ong. | >≖66 daya >≖66 daya | ì | NA | | |
| • | continued | | L | | | |
| | | | | | | |
| | | | | | | |

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

| | Change Confirmation* | | | | | |
|--|--|---|----------|-------------------------|-------------|------------------|
| Metric # | | Standard | | CLEC Perf | | CLEC Obs |
| | PO-4 - Timeliness of Change Management Notice | | | | | CECOODS |
| PO-4-01-6622 | % Notices Sent on Time - Regulatory | > = 95% and no delayed | 7 | NA NA | | |
| PO-4-01-6632 | % Notices Sent on Time - Ind. Std. | notices and documentation | , [| NA NA | | |
| PO-4-01-6642 | % Notices Sent on Time - Verizon Orig. | over 8 days | | NA NA | | |
| PO-4-01-6652 | % Notices Sent on Time - CLEC Orig. | , | i | NA NA | | |
| PO-4-02-6622 | Change Mgmt. Notice - Delay 1-7 Days - Regulatory | It Period not set, default to Ind. Std. Tie | | NA NA | | |
| PO-4-02-6632 | Change Mgml. Notice - Delay 1-7 Days - Ind. Std. | >=45 days | | NA NA | | |
| PO-4-02-6642 | Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig. | >=45 days | | NA NA | | |
| PO-4-02-6652 | Change Mgmt, Notice - Delay 1-7 Days - CLEC Orig. | >=45 days | | NA NA | | |
| PO-4-03-6622 | Change Mgmt, Notice - Delay 8+ Days - Regulatory | If Period not set, default to Ind. Std. Te | | NA NA | | |
| PQ-4-03-6632 | Change Mont Matica - Delay 9. Dave - Ind Std | >=45 days | | NA NA | | |
| PO-4-03-6642 | Change Mgmt, Notice - Delay 8+ Days - Venzon Orig. | >=45 days | | NA NA | | |
| PO-4-03-6652 | Change Mgmt. Notice - Delay 8+ Days - CLEC Orig. | >=45 days | | NA NA | | |
| | | 2-40 augs | | NA | 1 | |
| | | | | | | |
| | TROUBLE REPORTING (OSS) | | | | | |
| | | | | Actual Performance | • | |
| | MR-1 - Response Time OSS Maintenance Interface | | Vz | CLEC | Difference | |
| MR-1-01-2000 | Create Trouble | Parity plus < = 4 Seconds | 7.19 | 3.47 | -3.72 | 109 |
| MR-1-02-2000 | Status Trouble | Parity plus < = 4 Seconds | 4.90 | 0.61 | -4.29 | 1 |
| MR-1-03-2000 | Modify Trouble Request Cancellation of Trouble Touble | Parity plus < # 4 Seconds | 7.05 | NA NA | | |
| MR-1-04-2000 | Request Cancellation of Trouble | Parity plus < = 4 Seconds | 8.36 | NA NA | | |
| MR-1-05-2000 | I HODDIO REPORT AISTORY (BY LINCHCOM) | Parity plus < = 4 Seconds | 0.41 | 0.92 | 0.51 | 19 |
| MR-1-06-2000 | Test Trouble (POTS Only)-"RETAIL only | Parity plus < = 4 Seconds | 56.04 | 45.64 | -10.40 | 195 |
| BI-1-01-2030 BI-1-02-2030 BI-1-03-2030 BI-1-04-2030 | BILLING BI-1 - Timeliness of Daily Usage Foed **DUF in 3 Business Days **DUF in 4 Business Days **DUF in 5 Business Days **DUF in 5 Business Days **DUF in 8 Business Days | 95% in 4 Business Days | | 94.49 99.93 99.94 | ! | 5084604 |
| 81-2-01-2030 | BI-2 - Timeliness of Carrier Bill Timeliness of Carrier Bill | 98% in 10 Business Days | | 99.95 | ŗ | 177 |
| BI-3-01-2030 | BI-3 - Billing Accuracy % Billing Adjustments - Dollars Adjusted | | | | | |
| BI-3-02-2030 | % Billing Adjustments - Number of Adjustments | TSD TBD | 0.72 | 0.08 | | 2994580 15631 |
| | OPERATOR SERVICES & DATABASES | 100 | 0.20 | 0.00 | · | (3031 |
| | | | Actual P | erformance | Number of 0 | Observations |
| | OD-1 - Operator Services - Speed of Answer | | Vz | CLEC | Vz Obs | CLEC Obs |
| OD-1-01-1021 | Average Speed of Answer - Operator Services - NE OSC | Parity with VZ Retail | 2.47 | 0.26 | 1424469 | 81379 |
| OD-1-02-1021 | Average Speed of Answer - Directory Assistance - NE OSC | Panty with VZ Retail | 3.42 | 1.81 | 14298944 | 1216659 |
| | | | | | | |
| | Legend Notations defined on Legend sheet - last page | | | | * | |

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

| | RESALE Pre-Ordering | | Acutal Perion | | Number of Obse | rvations | | | |
|--|--|---|---------------|---------------------------------|----------------|--------------------|-----------------------|-------------------|---------|
| Matric 9 | PO-3 - Contact Center Availability | Standard | VZ | CLEC Aggregate | ٧z | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| PO-3-01-2000 PO-3-02-2000 PO-3-03-2000 PO-3-04-2000 | Average Speed of Answering - Ordering** (secs) % Answered within 30 Seconds - Ordering** Average Speed of Answering - Repair (secs)* % Answered within 30 Seconds - Repair* | 80% within 30 Seconds | | 5.72 96.97 10.72 90.24 | | 4237 97751 | | | |
| | RESALE Ordering | 1 | | | | | | | |
| OR-8-01-2000 | OR-8 - Acknowledgement Timeliness % Acknowledgements on Time | 95% within 2 Hours | | 96.76 | | 309 | j | | |
| OR-9-01-2000 | OR-9 - Order Acknowledgement Completeness % Acknowledgement Completeness | 99% | | 100.00 | | 309 |] | | |
| | POTS & Pre-qualified Complex - Electronically Submitted OR-1 - Order Confirmation Timeliness | | | | | | | | |
| OR-1-01-2320 OR-1-02-2320 OR-1-03-2320 | Average Local Service Request Confirmation (LSRC) Time (Flow Through) % On Time LSRC – Flow Through Average LSRC/ASRC Time No Facility Check | 95% within 2 Hours | | 0.06 99.40 6.88 | | 672 | | | |
| OR-1-04-2100 OR-1-05-2320 OR-1-06-2320 | % On Time LSRC/ASRC No Facility Check Average LSRC/ASRC Time Facility Check % On Time LSRC/ASRC Facility Check | 95% within 24 Hours 95% within 72 Hours | | 100.00 26.28 100.00 | | 735 | | | |
| OR-2-01-2320 | OR-2 - Reject Timeliness Average Local Service Request (LSR) Reject - Time (Flow Through) | 1 | | 0.05 | | T HOMEON STREET | 7 | | |
| OR-2-02-2320 OR-2-03-2320 OR-2-04-2320 | % On Time LSR Reject – Flow Through Average LSR/ASR Reject Time No Facility Check % On Time LSR/ASR Reject No Facility Check Average LSR/ASR Reject Time Facility Check | 95% within 2 Hours 95% within 24 Hours | | 99.44 7.86 100.00 | | 357 124 | | | |
| OR-2-05-2320 OR-2-06-2320 | Average LSP/ASR Reject Time Facility Check % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | | 19.56 100,00 | | 34 | | | |
| | 2 Wire Digital Services | | | | | | | | |
| OR-1-03-2341 OR-1-04-2341 | OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification Average LSRC/ASRC Time No Facility Check 9. On Time LSRC/ASRC No Facility Check Average LSRC/ASRC Time Facility Check | 95% within 72 Hours | | 27.14 100.00 | | 6 | | | |
| OR-1-05-2341 OR-1-06-2341 | % On Time LSRC/ASRC Facility Check | 95% within 72 Hours | | NA NA | | | | | |
| OR-2-03-2341 OR-2-04-2341 | OR-2 - Reject Timeliness - Requiring Loop Qualification. Average LSR/ASR Reject Time No Facility Check On Time LSR/ASR Reject No Facility Check | 95% within 72 Hours | | 37.64 100.00 | | 8 | 1 | | |
| OR-2-05-2341 OR-2-06-2341 | Average LSR/ASR Reject Time Facility Check % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | | NA NA | | | | | |
| | POTS / Special Services - Aggregate | | | | | | • | | |
| OR-3-01-2000 OR-3-02-2000 | OR-3 - Percent Rejects % Rejects % Resubmission Not Rejected | No Standard 95% | | 34.35 NA | | 1613 |] | ٠, | • |
| OR-4-01-2000 OR-4-02-2000 | OR-4 - Timeliness of Completton Notification Completion Notice (BCN) - Average Response Time Completion Notice (BCN) - % On Time | 95% by next bus, day at noo | n | 14.99 86.44 | | 1431 | 1 | | |
| OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 | Work Completion Notice (PCN) – Average Response Time Work Completion Notice (PCN) – % On Time Average Duration - Work Completion (SOP) to Bill Completion % SOP to Bill Completion >≖ 5 Business Days | 95% by next bus, day at noo Parity with Retail | n UR | 0.00 99.86 UR | | 1421 | L | | |
| OR-4-07-2000 OR-4-08-2000 OR-4-11-2000 | % SOP to Bill Completion > 1 Rusingss Dou | Parity with Retail Parity with Retail | UR UR | UR UR | | | | E | |
| OR-4-12-2000 OR-4-13-2000 | % Completed orders without either a PCN or BCN % Due Date to PCN within 2 Business Days % Due Date to PCN within 5 Business Days | 5% 95% 9 9 % | | UD UD UD | | - | - | | |
| OR-4-14-2000 OR-4-15-2000 | % Due Date to BCN within 4 Business Days % Due Date to BCN within 7 Business Days | 95% 99% | | UD UD | | | i | | |
| OR-5-01-2000 OR-5-02-2000 OR-5-03-2000 | OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved | No Standard Developed No Standard Developed | | 46.24 46.96 | | 1462 1431 | } | | |
| | OR-6 - Order Accuracy | 95% | | 97.41 | | 694 | J | | |
| OR-6-01-2000 OR-6-02-2000 OR-6-03-2000 | % Accuracy - Orders* % Accuracy - Opportunities* % Accuracy - LSRC** | 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors | | 90.29 98.57 99.50 | | 340 3081 400 |] | | |
| OR-7-01-2000 | OR-7 - Order Completeness % Order Confirmation/Rejects sent within 3 Business Days | 95% | | 99,45 | | 1992 |] | | |
| | Special Services - Electronically Submitted | | | | | | | | |
| OR-1-03-2210 OR-1-03-2211 | OR-1 - Order Confirmation Timeliness Average LSRC/ASRC Time No Facility Chack DS0 Average LSRC/ASRC Time No Facility Chack DS1 Average LSRC/ASRC Time No Facility Chack DS1 | | | NA NA | | | | | |
| OR-1-03-2213 OR-1-03-2214 OR-1-04-2210 | Average LSRC/ASRC Time No Facility Check (Non DS0 DS1 & DS3) | 95% within 48 Hours | | NA 13.38 NA | | | | | |
| OR-1-04-2211 OR-1-04-2213 OR-1-04-2214 | % On Time LSRC/ASRC No Facility Check DS0 % On Time LSRC/ASRC No Facility Check DS1 % On Time LSRC/ASRC No Facility Check DS3 | 95% within 48 Hours 95% within 48 Hours | | NA NA | | | | | |
| OR-1-05-2210 OR-1-05-2211 | 9% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3) Avarage LSRC/ASRC Time Facility Check DS0 Avarage LSRC/ASRC Time Facility Check DS1 Avarage LSRC/ASRC Time Facility Check DS1 | 95% within 48 Hours | | 100.00 NA NA | | 19 | | | |
| OR-1-05-2213 OR-1-05-2214 OR-1-06-2210 | Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3) % On Time LSRC/ASRC Facility Check DS0 | 95% within 72 Hours | | NA 19.90 NA | | | | | |
| OR-1-06-2211 OR-1-06-2213 OR-1-06-2214 | % On Time LSRC/ASRC Facility Check DS1 % On Time LSRC/ASRC Facility Check DS3 % On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3) | 95% within 72 Hours 96% within 72 Hours 95% within 72 Hours | | NA NA 100.00 | | | | | |
| OR-2-03-2200 | OR-2 - Reject Timeliness | Serve moved to change | | | | | | | |
| OR-2-04-2200 OR-2-05-2200 | Average LSR/ASR Reject Time No Facility Check **On Time LSR/ASR Reject No Facility Check Average LSR/ASR Reject Time Facility Check Average LSR/ASR Reject Time Facility Check | 95% within 48 Hours | | 9.57 100.00 NA | | 31 | | | |
| OR-2-06-2200 | % On Time LSR/ASR Reject Facility Check Legend Notations defined on Legend sheet - last page | 95% within 72 Hours | | NA NA | | L., | ļ | | |
| | | | | | | | | | |

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

| | PHOVISIONING - RESALE POTS / SPECIAL SERVICES | | |
|--|---|--|---|
| Metric # | POTS - Provisioning - Total | Standard | Actual Performance Number of Observations Vz CLEC Aggregate Vz All CLECs Standard Sampling Error Z-Score Deviation |
| PR-1-04-2100 PR-1-05-2100 | PR-1 - Average Interval Offered Average Interval Offered — Dispatch (6-9 Lines) Average Interval Offered — Dispatch (5= 10 Lines) | Parity with Retail Parity with Retail | 3.11 4.50 9 4 1.62 0.97 -1.43 24.50 5.67 2 3 27.58 25.18 0.75 |
| PR-2-04-2100 PR-2-05-2100 | PR-2 - Average Completed Interval Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines) | Parity with Retail Parity with Retail | 3.13 4.33 8 3 1.36 0.92 -1.30 NA 4.00 3 |
| PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-05-2100 PR-3-05-2100 PR-3-06-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100 | PR-3 - Completed within Specified Days % Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - Total) | Parity with Retail Parity with Retail | 89.94 76.33 11466 207 2.11 -6.45 95.80 88.89 11486 207 1.41 -4.91 98.36 99.34 11466 207 0.89 -9.00 21.34 4.17 581 48 6.15 -2.79 42.17 14.58 581 48 7.42 -3.72 62.99 33.33 581 48 7.25 -4.09 98.29 85.10 12047 255 0.62 -16.08 99.42 95.17 11466 207 19.93 0.53 7.99 91.91 81.25 581 48 4.10 -2.60 99.38 96.08 12047 255 0.50 -6.64 |
| PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100 | PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appl Customer - Late Order Conl. | Parity with Retail None: Analysis Only Parity with Retail Parity with Retail None: Analysis Only | 2.51 NA 86 3.77 1.44 1.72 2.41 0.00 3532 87 0.00 0.00 24777 495 0.00 0.00 2477 532 |
| PR-5-01-2100 PR-5-02-2100 PR-5-03-2100 | PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days | Parity with Retail Parity with Retail Parity with Retail | 0.96 0.00 3532 87 1.06 0.91 0.03 0.00 3532 87 0.19 0.19 0.00 0.00 3532 87 0.19 0.16 |
| PR-6-01-2100 PR-6-02-2100 PR-6-03-2100 | PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Installation Troubles reported within 7 Days % Installation Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | Parity with Retail Parity with Retail None: Analysis Only | 3.56 2.43 21668 783 |
| PR-8-01-2100 PR-8-02-2100 | PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days DOTS DUTIES - 90 Days | Parity with Retail Parity with Retail | 0.00 0.00 28309 592 0.00 0.00 28309 592 |
| PR-1-01-2110 PR-1-03-2110 | POTS - Business PR.1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines) | Parity with Retail Parity with Retail | 0.54 1.58 1609 55 1.38 0.19 -5.50 3.33 4.21 213 28 9.79 0.76 -1.16 |
| PR-2-01-2110 PR-2-03-2110 | PR2 - Average Completed Interval Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines) POTS - Residence | Parity with Retail Parity with Retail | 0.47 1.10 1529 41 0.85 0.13 4.68 3.50 3.76 183 25 6.18 1.32 -0.20 |
| PR-1-01-2120 PR-1-03-2120 | PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines) | Parity with Retail Parity with Retail | 0.31 1.40 18266 285 1.02 0.06 .17.90 2.77 5.56 493 25 2.27 0.47 -6.00 |
| PR-2-01-2120 PR-2-03-2120 | PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines) | Parity with Retail Parity with Retail | 0.29 0.80 17884 276 0.93 0.06 -9.04 3.11 4.87 398 23 2.30 0.49 -3.57 |
| PR-1-12-2103 PR-2-18-2103 | POTS & Complex Aggregate PR-1 - Average Interval Offered Average Interval Offered - Disconnects PR-2 - Average Completed Interval Average Interval Completed - Disconnects 2-Wire Digital Services | Parity with Retail | 3.08 3.03 12656 342 4.94 0.27 0.18 |
| PR-1-01-2341 PR-1-02-2341 | PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Total Dispatch | Parity with Retail Parity with Retail | 2.00 1.67 11 3 2.05 1.34 0.25 5.00 NA 19 1.41 |
| PR-2-01-2341 PR-2-02-2341 | PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch Average Interval Completed - Total Dispatch | Parity with Retail Parity with Retail | 2.00 1.67 11 3 2.05 1.34 0.25 5.38 NA 16 1.50 |
| PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341 | PR-4 - Missed Appointments Average Delay Days - Total 5 Missed Appointment - Customer 5 Missed Appointment - Vertron - Dispatch 5 Missed Appointment - Vertron - Dispatch 5 Missed Appointment - Vertron - No Dispatch 5 Missed Appointment - Vertron - No Dispatch 5 Missed Appl Customer - Late Order Conf. | Parity with Retail None: Analysis Only Parity with Retail Parity with Retail None: Analysis Only | 2.67 |
| PR-5-01-2341 PR-5-02-2341 PR-5-03-2341 | PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days | Parity with Retail Parity with Retail Parity with Retail | 10.81 0.00 37 3 18.64 0.58 0.00 0.00 0.00 37 3 |
| PR-6-01-2341 PR-6-03-2341 | PR-5 - Installation Quality % Install, Troubles Reported within 30 Days % Install, Troubles Reported w/in 30 Days - FOK/TOK/CPE | Parity with Retail None: Analysis Only | 0.00 0.00 116 9 2.59 100.00 116 9 5.49 -17.74 |
| PR-8-01-2341 PR-8-02-2341 | PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days continued | Parity with Retail Parity with Retail | 0.00 0.00 48 6 0.00 0.00 48 6 |

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

| | Special Services - Provisioning | | Actual Performance | | Number of (| Observations | | | |
|------------------------------|--|--|--------------------|-----------------|-------------|--|-----------------------|--|---------|
| Metric # | | Standard | Vz | CLEC Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| | PR-1 - Average Interval Offered | | | 10.55 | | | 10.50 | T - 22 - 2 - T | |
| PR-1-01-2200 | Average Interval Offered - Total No Dispatch | Parity with Retail | 18.70 | 10.00 | 10 | | 10.59 | 11.11 | 0.78 |
| PR-1-02-2200 | Average Interval Offered - Total Dispatch | Parity with Retail | 15.54 | NA NA | 41 | | 9.56 | | |
| PR-1-06-2200 | Average Interval Offered - DS0 | Parity with Retail | 13.50 | 10.00 | 24 | 1 | 5.93 | 6.05 | 0.58 |
| PR-1-07-2200 | Average Interval Offered – DS1 | Parity with Retail | 18.52 | NA NA | 27 | | 11,80 | | |
| PR-1-08-2200 | Average Interval Offered - DS3 | Parity with Retail | NA | NA NA | | | | | |
| PR-1-12-2200 | Average Interval Offered – DS1 Average Interval Offered – DS3 Average Interval Offered – Disconnects | Parity with Retail | 10.63 | 5.33 | 219 | 3 | 7.86 | 4.57 | 1.16 |
| | PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-01-2200 | Average Interval Completed - Total No Dispatch | Parity with Retail | 33.50 | 10.00 | 2 | <u> </u> | 31.82 | 38.97 | 0.60 |
| PR-2-02-2200 | Average Interval Completed - Total Dispatch | Parity with Retail | 18.10 | NA | 10 | | 16.43 | | |
| PR-2-06-2200 | Average Interval Completed - DS0 | Panty with Retail | 11.75 | 10.00 | 4 | 7 | 2.50 | 2.80 | 0.63 |
| PR-2-07-2200 | Average Interval Completed - DS1 | Farity with Retail | 25.13 | NA NA | 8 | | 21.85 | <i></i> | |
| PR-2-08-2200 | Average Interval Completed - DS3 | Parity with Retail | NA. | NA NA | | | | | |
| PR-2-18-2200 | Average Interval Completed - Disconnects | Parity with Retail | 10.33 | 5,33 | 108 | 3 | 5.44 | 3.18 | 1.57 |
| | PR-4 - Missed Appointments | | | | | | Discount of Table | - A4 70 T | |
| PR-4-01-2210 | % Missed Appointment - Verizon - DS0 | Parity with Retail | 4.76 | 0.00 | 21 | | | 21.79 | 0.22 |
| PR-4-01-2211 | % Missed Appointment - Verizon - DS1 | Parity with Retail | 8.33 NA | 0.00 NA | 12 | | -1 2000 | 28.76 | 0.29 |
| PR-4-01-2213 | % Missed Appointment - Verizon - DS3 | Parity with Retail | NA NA | NA T | | | - | | |
| PR-4-01-2214 | % Missed Appointment - Verizon - Special Other | Parity with Retail Parity with Retail | 26.50 | NA NA | 2 | | 31.82 | 4 | |
| PR-4-02-2200 | Average Delay Days - Total | | | | | A STATE OF THE STA | | No Olivertones Conservation of Con- | |
| PR-4-03-2200 | % Missed Appointment – Customer | None: Analysis Only | 45.45 | 50.00 | | 2 | 7 | | |
| PR-4-08-2200 | % Missed Appt Customer - Due to Late Order Conf. | None: Analysis Only | | 3 0.00 <u>j</u> | 310000 | | | A CONTRACTOR | |
| | PR-5- Facility Missed Orders | | | | | | | | |
| PR-5-01-2200 | % Missed Appointment - Verizon - Facilities | Parity with Retail | 0.00 | 0.00 | 27 | 1 | | L | |
| PR-5-02-2200 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.00 | 0.00 | 27 | 11 | | <u> </u> | |
| PR-5-03-2200 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.00 | 0.00 | 27 | 1 | | | |
| | PR-6- Installation Quality | | | | | | | | |
| PR-6-01-2200 | % Installation Troubles reported within 30 Days | Parity with Retail | 8.15 | 4.00 | 135 | 25 | \$2623.021.00 | 5.96 | 0.70 |
| PR-6-03-2200 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | None: Analysis Only | 5.19 | 12.00 | 135 | 25 | | 4.83 | -1.41 |
| | PR-8 - Open Orders in a Hold Status | | | | | | | | |
| PR-8-01-2200 | Open Orders in a Hold Status > 30 Days | Parity with Retail | 0.00 | 0.00 | 33 | 2 | Transport Assessment | т | |
| PR-8-01-2200 PR-8-02-2200 | Open Orders in a Hold Status > 30 Days | Parity with Retail | 0.00 | 0.00 | 33 | 2 | - | | |
| 1 170-04-6200 | Open Ortone et a filos otalide > 30 Days | - acity with right | Ų.00 | 1 0.00 | | | Tokus (1990) | اـــــــــــــــــــــــــــــــــــــ | |
| | Legend Notations defined on Legend sheet - last page | | | | | | | | |
| | | | | | | | | | |

CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

| | POTS - Maintenance | | Actual | Performance | Number of (| Deervations | | | |
|------------------------------|---|---|----------------|----------------|------------------|----------------|--|----------------|--------------|
| Metric # | | Standard | ٧z | CLEC Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| | MR-2 - Trouble Report Rate | | | | | | - CONTROL | | |
| MR-2-02-2100 MR-2-03-2100 | Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office | Parity with Retail Parity with Retail | 0.76 | 0.37 | 592738 592738 | 29144 29144 | - | 0.05 | 7.42 |
| MR-2-04-2100 | % Subsequent Percets | Assessed I/C/W MRAs | 12.95 | 7.63 | 5644 | 131 | | 0.02 | 1.73 |
| MR-2-05-2100 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.57 | 0.32 | 592738 | 29144 | | 0.05 | 5.56 |
| | MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01-2110 | % Missed Repair Appointment - Loop Bus. | Parity with Retail | 6,78 | 3.57 | 664 | 56 | Isaa aa aa aa | 3.50 | 0.92 |
| MR-3-01-2120 | % Missed Repair Appointment - Loop Res. | Parity with Retai: | 4.63 | 1.89 | 3821 | 53 | | 2.91 | 0.94 |
| MR-3-02-2110 MR-3-02-2120 | % Missed Repair Appointment - Central Office Bus. | Parity with Retai | 3.42 | 11.11 | 117 | 9 | | 6.29 | -1.22 |
| MR-3-02-2120 MR-3-03-2100 | % Missed Repair Appointment – Central Office Res. % CPE/TOK/FOK - Missed Appointment | Parity with Retail None: Analysis Only | 2.79 3.79 | 0.00 2.15 | 287 3379 | 93 | - | 9.56 | 0.29 |
| MR-3-04-2100 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 3,37 | 1,82 | 4390 | 110 | H-1000 | 1.74 | 0.82 |
| MR-3-05-2100 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 27.11 | 22.22 | 284 | 9 | | 15.05 | 0.32 |
| | MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-2100 | Mean Time To Repair - Total | Parity with Retail | 16,28 | 11.29 | 4913 | 121 | 18.65 | 1.72 | 2.91 |
| MR-4-02-2110 | Mean Time To Repair - Loop Trouble - Bus. | Parity with Retail | 11.01 | 11.71 | 664 | 56 | 15.75 | 2.19 | -0.32 |
| MR-4-02-2120 | Mean Time To Repair – Loop Trouble - Res. | Parity with Retail | 18.27 | 12.82 | 3821 | 53 | 19.17 | 2.65 | 2.06 |
| MR-4-03-2110 MR-4-03-2120 | Mean Time To Repair – Central Office Trouble - Bus, Mean Time To Repair – Central Office Trouble - Res, | Parity with Retail | 5.17 5.83 | 3.19 0.42 | 117 287 | 3 | 10.64 | 3.68 | 0.54 |
| MR-4-04-2100 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 81.52 | 92.56 | 4913 | 121 | 10.21 | 5.93 3.57 | 0.91 3.09 |
| MR-4-06-2100 | % Out of Service > 4 Hours | Parity with Retai | 70.23 | 55.21 | 3756 | 96 | ⊤ | 4.73 | 3.18 |
| MR-4-07-2100 | % Out of Service > 12 Hours | Parity with Retai | 51.22 | 37.50 | 3756 | 96 | Jagan de la c | 5.17 | 2.66 |
| MR-4-08-2110 MR-4-08-2120 | % Out of Service > 24 Hours - Bus, % Out of Service > 24 Hours - Res. | Parity with Retai | 8.24 | 5.08 | 631 | 59 | | 3.74 | 0.84 |
| WITH-4-00-2 120 | % Out of Service > 24 Hours - Hes. | Parity with Retail | 19.76 | 10.81 | 3103 | 37 | New York | 6.59 | 1.36 |
| | MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-2100 | % Repeat Reports within 30 Days | Parity with Retail | 13.64 | 13,22 | 4913 | 121 | 100000 | 3.16 | 0,13 |
| | | | | | | | | | |
| | 2-Wire Digital Services - Maintenance | | | | | | | | |
| | MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02-2341 | Network Trouble Report Rate - Loop | Parity with Retail | 0.42 | 1.12 | 1900 | 178 | 3.5000000000000000000000000000000000000 | 0.51 | -1.38 |
| MR-2-03-2341 | Network Trouble Report Rate - Central Office | Parity with Retai | 0.26 | 0.56 | 1900 | 178 | 1 | 0.40 | -0.74 |
| MR-2-04-2341 | % Subsequent Reports | Assessed I/C/W MRAs | 27.78 | 25.00 | 18 | 4 |] | | 0.0800000 |
| MR-2-05-2341 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 2.00 | 6.18 | 1900 | 178 | 10 2 2 3 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1.10 | -3.81 |
| | MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01-2341 MR-3-02-2341 | % Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office | Parity with Retai Parity with Retai | 50.00 20.00 | 50,00 | 8 | 2 | 4*** | 39.53 | 0.00 |
| MR-3-03-2341 | % CPE/TOK/FOK - Missed Appointment | None: Analysis Only | 13.16 | 0.00 | 5 38 | 11 | | 43.82 11.57 | 0.46 1.14 |
| MR-3-04-2341 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 25.00 | 0.00 | 4 | 1 | 12000 | 48.41 | 0.52 |
| MR-3-05-2341 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 57.14 | 50.00 | 7 | 2 | 1 | 39.68 | 0.18 |
| | MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-2341 | Mean Time To Repair - Total | Parity with Retail | 14,44 | 21.23 | 13 | 3 | 11.46 | 7.34 | -0.92 |
| MR-4-02-2341 MR-4-03-2341 | Mean Time To Repair - Loop Trouble | Parity with Retail | 18,79 | 24.63 | <u>8</u> | 2 | 12.25 | 9.68 | -0.60 |
| MR-4-03-2341 | Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours | Parity with Retai Parity with Retai | 7.47 69.23 | 14.43 66.67 | 5 13 | 1 | 5.76 | 6.31 | -1.10 |
| MR-4-07-2341 | % Out of Service > 12 Hours | Parity with Retai | 100.00 | NA | 13 | 3 | - | 29.56 | -0.09 |
| MR-4-08-2341 | % Oul of Service > 24 Hours | Parity with Retain | 0.00 | NA NA | i | | | | |
| | MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-2341 | % Repeat Reports within 30 Days | Parity with Retail | 38.46 | 33.33 | 13 | 3 | Library Mark | 31.16 | 0.16 |
| | | | | | | | | | |
| | Special Services - Maintenance | | | | | | | | |
| MR-2-01-2200 | Network Trouble Report Rate | Parity with Retail | 0.23 | 0.20 | 55609 | 2989 | | 0.09 | 0.36 |
| MR-2-05-2200 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.33 | 0.20 | 55609 | 2989 | 1 | 0.09 | 1.21 |
| | MR-4 - Trouble Duration Intervals | •• | | | | | • | | |
| MR-4-01-2200 | Mean Time To Renair - Total | Parity with Retail | 4.99 | 6.21 | 130 | - 6 | 3.60 | 1.50 | -0.81 |
| MR-4-04-2200 | % Cleared (all troubles) within 24 Hours | Parity with Retai | 100.00 | 100.00 | 130 | 6 | 3.60 | 1,50 | -0.81 |
| MR-4-06-2200 | % Out of Service > 4 Hours | Parity with Retail | 50.00 | 83.33 | 130 | 6 | | 20.88 | -1.60 |
| MR-4-08-2200 | % Out of Service > 24 Hours | Parity with Retail | 0.00 | 0.00 | 130 | 6 | 150 | | |
| | MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-2200 | % Repeat Reports within 30 Days | Parity with Retail | 20.77 | 0.00 | 130 | 6 | | 16.94 | 1.23 |
| | Legend Notations defined on Legend sheet - last page | | | | | | | | _ |

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

| | UNE Pre-ordering | | | CLEC Aggregata |
|------------------------------|--|--|----------------------------|---|
| Metric # | PO-3 - Contact Center Availability | Standard | CLEC Aggregate Performance | Observations |
| PO-3-01-3000 | Augustica Chand of Angustaina Codemicatt (case) | | 9.26 | |
| PO-3-02-3000 PO-3-03-3000 | % Answered within 30 Seconds - Ordering (secs) % Answered within 30 Seconds - Ordering* Average Speed of Answering - Repair (secs)* % Answered within 30 Seconds - Repair | 80% within 30 Seconds | 89.94 10.72 | 29513 |
| PO-3-04-3000 | % Answered within 30 Seconds – Repair | 80% within 30 Seconds | 90.24 | 97751 |
| | UNE Ordering | | | |
| | OR-8 - Acknowledgement Timeliness | | | |
| OR-8-01-3000 | % Acknowledgements onTime | 95% within 2 Hours | 97.20 | 3781 |
| | OR-9 - Order Acknowledgement Completeness | | | |
| OR-9-01-3000 | % Acknowledgement Completeness | 99% | 100.00 | 3781 |
| | Platform | | | |
| | OR-1 - Order Confirmation Timeliness | | | |
| OR-1-01-3143 | Average Local Service Request Confirmation (LSRC) Time (Flow-Through) | | 0.04 | |
| OR-1-02-3143 OR-1-03-3143 | % On Time LSRC – Flow Through Average LSRC/ASRC Time No Facility Check % On Time LSRC/ASRC No Facility Chieck | 95% within 2 Hours | 99.71 39.75 | 341 |
| OR-1-04-3143 OR-1-05-3143 | Average LSHC/ASHC Time No Facility Check % On Time LSRC/ASRC No Facility Check Average LSRC/ASRC Time Facility Check | 95% within 24 Hours | 95.31 10.50 | 64 |
| OR-1-06-3143 | % On Time LSRC/ASRC Facility Check | 95% within 72 Hours | 100.00 | 9 |
| | OR-2 - Reject Timeliness | | | |
| OR-2-01-3143 | Average Local Service Request (LSR) Reject - Time (Flow-Through) | | 0.32 | |
| OR-2-02-3143 OR-2-03-3143 | % On Time LSR Reject - Flow Through Average LSR/ASR Reject Time No Facility Check | 95% within 2 Hours | 93.63 7.68 | 157 |
| OR-2-04-3143 OR-2-05-3143 | % On Time LSR/ASR Reject No Facility Check | 95% within 24 Hours | 100.00 | 50 |
| OR-2-06-3143 | Average LSR/ASR Reject Time Facility Check % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | 100.00 | 8 |
| | OR-6 - Order Accuracy | | | |
| OR-6-01-3143 OR-6-02-3143 | % Accuracy - Orders* % Accuracy - Opportunities* | 95% orders without errors | 90.28 98.61 | 72 |
| OR-6-03-3143 | % Accuracy – Opportunities* % Accuracy – LSRC* | 95% orders without errors | 89.47 | 577. 19 |
| | OR-7 - Order Completeness | | | |
| OR-7-01-3143 | % Order Confirmation/Rejects sent within 3 Business Days | 95% | 99.67 | 615 |
| | Loop/Pre-qualified Complex/LNP | | | |
| | | | | |
| OR-1-01-3331 | OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow-Through) | | 7.04 | |
| OR-1-02-3331 | % On Time LSRC - Flow Through | 95% within 2 Hours | 99.81 | 4173 |
| OR-1-03-3331 OR-1-04-3331 | Average concycono rane no raciny check | 95% within 24 Hours | 4.08 99.13 | 802 |
| OR-1-05-3331 OR-1-06-3331 | % Crit Time LSPIC/ASRC No Facility Check Average LSRC/ASRC Time Facility Check % On Time LSRC/ASRC Facility Check | 95% within 72 Hours | 11.06 97.89 | 95 |
| 0.1.1.00.0007 | • | OUT THE TELEVISION | 07.00 | |
| OR-2-01-3331 | OR-2 - Reject Timeliness Average Local Service Request (LSR) Reject - Time (Flow-Through) | | 0.01 | |
| OR-2-02-3331 | % On Time LSR Reject - Flow Through Average LSR/ASR Reject Time No Facility Check | 95% within 2 Hours | 100.00 | 522 |
| OR-2-03-3331 OR-2-04-3331 | Average LSP/ASR Reject Time No Facility Check On Time LSP/ASR Reject No Facility Check Average I SR/ASR Reject Time Facility Check | 95% within 24 Hours | 8.64 100.00 | 129 |
| OR-2-05-3331 OR-2-06-3331 | Average LSR/ASR Reject Time Facility Check % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | 20.67 100.00 | 31 |
| | | | | |
| OR-6-01-3331 | OR-6 - Order Accuracy % Accuracy - Orders* | 95% orders without errors | 95.47 | 375 |
| OR-6-02-3331 OR-6-03-3331 | % Accuracy - Orders* % Accuracy - Opportunities* % Accuracy - LSRC* | 95% orders without errors 95% orders without errors | 99.12 100.00 | 1933 400 |
| 0110000001 | | 55 76 Globia Widszal Gliola | 100.00 | |
| OR-7-01-3331 | OR-7 - Order Completeness % Order Confirmation/Rejects sent within 3 Business Days | 95% | 99,82 | 6074 |
| | | | | |
| | 2 Wire Digital Services | | | |
| OR-1-03-3341 | OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification | | 11.36 | |
| OR-1-04-3341 | Average LSRC/ASRC Time No Facility Check % On Time LSRC/ASRC No Facility Check | 95% within 72 Hours | 100.00 | 3 |
| OR-1-05-3341 OR-1-06-3341 | Average LSRC/ASRC Time Facility Check % On Time LSRC/ASRC Facility Check | 95% within 72 Hours | NA NA | 300030000000000000000000000000000000000 |
| 01111000041 | | SO NO BRANCE PROMIS | 164 | I |
| OR-2-03-3341 | OR-2 - Reject Timeliness - Requiring Loop Qualification Average LSR/ASR Reject Time No Facility Check | | 18.41 | 3,38,87 |
| OR-2-04-3341 | % On Time LSHVASH Reject No Facility Check | 95% within 72 Hours | 100.00 | 4 |
| OR-2-05-3341 OR-2-06-3341 | Average LSR/ASR Reject Time Facility Check % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | NA NA | 10.000 |
| | DMM-CDCI LOCA | | | |
| | 2 Wire xDSL Loops | | | |
| OR-1-03-3342 | OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification | | 45.05 | 770301000000000000000000000000000000000 |
| OR-1-04-3342 | Average LSRC/ASRC Time - No Facility Check % On Time LSRC/ASRC- No Facility Check | 95% within 72 Hours | 15.35 100.00 | 28 |
| OR-1-05-3342 OR-1-06-3342 | % On Time LSRC/ASRC - No Facility Check Average LSRC/ASRC - Facility Check % On Time LSRC/ASRC - Facility Check | 96% within 72 Hours | NA NA | |
| | <u> </u> | | | |
| OR-2-03-3342 | OR-2 - Reject Timeliness - Requiring Loop Qualification Average LSR/ASR Reject Time - No Facility Check | | 21.39 | |
| OR-2-04-3342 | % On Time LSR/ASR Reject- No Facility Check Average LSR/ASR Reject Time Facility Check | 95% within 72 Hours | 100.00 | 21 |
| OR-2-05-3342 OR-2-06-3342 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | NA NA | a market property |
| | | | | |
| | 2 Wire xDSL Line Sharing | | | |
| OR-1-03-3343 | OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification | | NA I | (2.02)(2.03)(2.03)(2.00) |
| OR-1-04-3343 | Average LSRC/ASRC Time - No Facility Check % On Time LSRC/ASRC No Facility Check Average LSRC/ASRC Time - Facility Check | 95% within 72 Hours | NA NA | |
| OR-1-05-3343 OR-1-06-3343 | Average LSRC/ASRC Time - Facility Check % On Time LSRC/ASRC - Facility Check | 95% within 72 Hours | NA NA | 100 |
| | | | | |
| OR-2-03-3343 | OR-2 - Reject Timeliness - Requiring Loop Qualification Average LSR/ASR Reject Time - No Facility Check | | NA | |
| OR-2-04-3343 OR-2-05-3343 | % On Time LSP/ASR Reject- No Facility Check Average LSR/ASR Reject Time Facility Check | 95% within 72 Hours | NA NA | 250463500 |
| OR-2-06-3343 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | NA NA | NUMBER OF STREET |
| | continued | | | _ |

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES continued

Legend Notations defined on Legend sheet - last page

| | POTS / Special Services - Aggregate | Standard | Acutal Perform | 22004 | Number | f Observations | | | |
|--|--|--|----------------|-----------------------|--------|------------------|-----------------------|-------------------|---------|
| Metric # | | | VZ | CLEC Aggregate | vž | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| | OR-3 - Percent Rejects | | ** | | VZ. | | Deviation | EITOF | Z-Score |
| OR-3-01-3000 OR-3-02-3000 | % Rejects (ASRs + LSRs) % Resubmission Not Rejected | No Standard 95% | | 17.60 NA | | 6311 | ļ | | |
| OR-4-01-3000 OR-4-02-3000 OR-4-04-3000 | OR-4 - Timeliness of Completion Notification Completion Notice (BCN) - Average Response Time Completion Notice (BCN) - W on Time Work Completion Notice (PCN) - Average Response Time | 95% by next bus, day at noon | | 0.29 99.36 0.00 | | 4824 | | | |
| OR-4-05-3000 OR-4-06-3000 | Work Completion Notice (PCN) - % On Time | 95% by next bus, day at noon Parity with Retail | UR | 100.00 UR | | 4883 | | T | |
| OR-4-07-3000 OR-4-08-3000 | Average Datacer - work competent (2017 to Sill Competent) % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Days % Competent of part of the | Parity with Retail Parity with Retail | UR UR | UR UR | | | | - | |
| OR-4-11-3000 OR-4-12-3000 | le Due Date to DOM About Office Date | 5% 95% | | UD UD | | | | | |
| OR-4-13-3000 OR-4-14-3000 | % Due Date to PCN within 5 Business Days % Due Date to BCN within 5 Business Days % Due Date to BCN within 4 Business Days | 99% 95% | | UD UD | | | | | |
| OR-4-15-3000 | % Due Date to BCN within 7 Business Days | 99% | | UD | | | j | | |
| OR-5-01-3000 | OR-5 - Percent Flow-Through % Flow Through • Total (ASRs + LSRs) | No Standard Developed | | 79.70 | | 5970 | 1 | | |
| OR-5-02-3000 OR-5-03-3000 | % Flow Through - Total (ASRs + LSRs) % Flow Through - Simple % Flow Through Achieved | No Standard Developed 95% | | 82.31 97.78 | | 5484 4866 | 1 | | |
| 011-5-03-3000 | 7 7 FOW THOUGH ACHIEVES | 93% | | 97.70 | | 4000 | j | | |
| Metric # | Special Services - Electronically Submitted | Standard | | | | | | | |
| OR-1-03-3210 | OR-1 - Order Confirmation Timeliness (ASRs + LSRs) Average LSRC/ASRC Time No Facility Check DS0 | | | NA | | | | | |
| OR-1-03-3211 OR-1-03-3213 | Average LSRC/ASRC Time No Facility Check DS3 | | | NA NA | | | | | |
| OR-1-03-3214 OR-1-04-3210 | Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3) % On Time LSRC/ASRC No Facility Check DS0 | 95% within 48 Hours | | 7.25 NA | | | | | |
| OR-1-04-3211 OR-1-04-3213 | % On Time LSRC/ASRC No Facility Check DS1 % On Time LSRC/ASRC No Facility Check DS3 | 95% within 48 Hours 95% within 48 Hours | | NA NA | | <u></u> | | | |
| OR-1-04-3214 OR-1-05-3210 | % On Time CSRC/ASRC No Facility Check (Non DSU, DST, & DSS) | 95% within 48 Hours | | 98.43 NA | | 127 | | | |
| OR-1-05-3211 OR-1-05-3213 | Average LSRC/ASRC Time Facility Check DS0 Average LSRC/ASRC Time Facility Check DS1 Average LSRC/ASRC Time Facility Check DS3 | | | 26.28 NA | | | | | |
| OR-1-05-3214 | Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3) | | | 14.94 | | | | | |
| OR-1-06-3210 OR-1-06-3211 | % On Time LSRC/ASRC Facility Check DS0 % On Time LSRC/ASRC Facility Check DS1 | 95% within 72 Hours 95% within 72 Hours | | NA 100.00 | | 25 | | | |
| OR-1-06-3213 OR-1-06-3214 | % On Time LSRC/ASRC Facility Check DS3 % On Time LSRC/ASRC Facility Check (Non DS0, DS1 & DS3) | 95% within 72 Hours 95% within 72 Hours | | NA 97.87 | | 47 | | | |
| | OR-2 - Reject Timeliness (ASRs + LSRs) | ı | | | | Section 2011 | | | |
| OR-2-03-3200 OR-2-04-3200 | Average LSR/ASR Reject Time No Facility Check % On Time LSR/ASR Reject No Facility Check | 95% within 48 Hours . | | 5.77 100.00 | | 53 | | | |
| OR-2-05-3200 OR-2-06-3200 | Average LSR/ASR Reject Time Facility Check % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | | 9.24 | | 25 | | | |
| | | | | | | | | | |
| | Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness | | | | | | | | |
| OR-1-07-3210 | Average ASRC Time No Facility Check DS0 | | | NA. | | | 1 | | |
| OR-1-07-3211 OR-1-07-3213 | Average ASRC Time No Facility Check DS3 | | | NA NA | | | | | |
| OR-1-07-3214 OR-1-08-3210 | Average ASRC Time No Facility Check (Non DS0, DS1 & DS3) % On Time ASRC No Facility Check DS0 | 95% within 72 Hours | | NA NA | | | | | |
| OR-1-08-3211 OR-1-08-3213 | of Time ASPIC No Facility Cheek DS1 | 95% within 72 Hours 95% within 72 Hours | | NA NA | | | | | |
| OR-1-08-3214 OR-1-09-3210 | Lot on The Accordance to the Charle the Doc oct & Doc | 95% within 72 Hours | | NA NA | | IN SMALLS NO. | } | | |
| OR-1-09-3211 OR-1-09-3213 | Average ASRC Time Facility Check DS0 Average ASRC Time Facility Check DS1 Average ASRC Time Facility Check DS3 | | | NA NA | | | | | |
| OR-1-09-3214 OR-1-10-3210 | Average ASRC Time Facility Check (Non DS0, DS1 & DS3) % On Time ASRC Facility Check DS0 | 95% within 96 Hours | | NA NA | | estables. | | | |
| OR-1-10-3211 | % On Time ASRC Facility Check DS1 | 95% within 96 Hours | | NA NA | | | Į | | |
| OR-1-10-3213 OR-1-10-3214 | % On Time ASRC Facility Check DS3 % On Time ASRC Facility Check (Non DS0, DS1 & DS3) | 95% within 96 Hours 95% within 96 Hours | | NA NA | | | j | | |
| | OR-2 - Reject Timeliness | • | | | | | , | | |
| OR-2-07-3200 OR-2-08-3200 | Average ASR Reject Time No Facility Check % On Time ASR Reject No Facility Check | 95% within 72 Hours | | NA NA | | |] | | |
| OR-2-09-3200 OR-2-10-3200 | Average ASR Reject Time Facility Check % On Time ASR Reject Facility Check | 95% within 96 Hours | | NA NA | | (0.44 See 11.15) | • | | |
| | | | | | | | | | |
| | | | | | | | | | |

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

| | POTS - Provisioning | | Actual Performan | псе | Number of O | bservations | | | |
|------------------------------|--|--|--|----------------|----------------|----------------------|--|--|-------------------|
| Metric # | | Standard | Vz CLEC | Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| | PR-1 - Average Interval Offered | Otandard | | | | | Deviation | | |
| PR-1-01-3111 | Av. Interval Offered - Total No Dispatch - Hot Cut Loop | 1-9=5, 10+=Negotiated | Section 1 | 5.14 | | 155 | 1 | 50.00 | Make Superior Co. |
| PR-1-01-3122 | Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP) | Parity with Retail | 0.54 | NA | 1609 | | 1.38 | 1 | |
| PR-1-01-3140 | Av. Interval Offered - Total No Dispatch - Platform | Parity with Retail | | 1.00 | 1609 | 80 | 1.38 | 0.16 | -2.91 |
| PR-1-03-3112 | TAY, Interval Orleted - Dispatch (1-5 Lines) - Loop | Parity with Retail | | 5.46 | 213 | 28 | 3.79 | 0.76 | -2.80 |
| PR-1-03-3140 | | Parity with Retail | | 3.07 | 213 | 15 | 3.79 | 1.01 | 0.26 |
| PR-1-04-3112 | | Parity with Retail | 3.11 | 5.50 | 9 | 2 | 1.62 | 1.27 | -1.89 |
| PR-1-04-3140 | | Parity with Retail | | 3.00 | 9 | 1 | 1.62 | 1.71 | 0.06 |
| PR-1-05-3112 | Av. Interval Offered - Dispatch (>= 10 Lines) - Loop Av. Interval Offered - Dispatch (>= 10 Lines) - Loop Av. Interval Offered - Dispatch (>= 10 Lines) - Dispatch Av. Interval Offered - Dispatch (>= 10 Lines) | Parity with Retail | | 7.00 | 2 | 2 | 27.58 | 27.58 | 0.63 |
| PR-1-05-3140 | Av. Interval Offered - Dispatch (>= 10 Lines) - Platform | Panty with Retail | 24.50 | NA | 2 | | 27.58 | | |
| | PR-2 - Average Completed Interval | | | | | | | | |
| 00 0 04 0444 | | 1-9=5, 10+=Negotiated | STATE OF THE PARTY | - 00 E | | 405 | 49-0, - 100-1063 2003 2012 10 | | |
| PR-2-01-3111 PR-2-01-3122 | Av. Completed Interval - Total No Dispatch - Hot Cut Loop Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP) | Parity with Retail | | 5.08 | 4500 | 105 | 0.85 | | |
| PR-2-01-3140 | Au Completed Interval Total No Dispetch Clattern | Parity with Retail | | NA 0.93 | 1529 1529 | 74 | 0.85 | 0.10 | -4.55 |
| PR-2-03-3112 | | Parity with Retail | | 4.80 | 183 | 20 | 6.18 | 1.46 | -0.89 |
| PR-2-03-3140 | A. Completed Interior Dispetch (4 E. Lines) Distrom | Parity with Retail | | 3,33 | 183 | 12 | 6.18 | 1,84 | 0.09 |
| PR-2-04-3112 | Av. Completed Intervet - Dispatch (6-91 ines) - Loop | Parity with Retail | | NA I | 8 | <u>'-</u> | 1.36 | 1,04 | 0.03 |
| PR-2-04-3140 | Av. Completed Interval - Dispatch (6-91 ines) - Platform | Parity with Retail | | NA | 8 | | 1.36 | | |
| PR-2-05-3112 | Au Completed Interior Dispotals 6 - 40 Lines Long | Parity with Retail | NA 2 | 2.00 | | 1 | 1.50 | | |
| PR-2-05-3140 | Av. Completed Interval - Dispatch (>= 10 Lines) - Platform | Parity with Retail | | NA | | • | | | |
| | | | | | • | | | | |
| | PR-3 - Completed within X Days - Platform & Other (Switch & INP) | | | | | | | | |
| PR-3-01-3142 | % Completed in 1 Day (1-5 Lines - No Dispatch) | Parity with Retail | | 9.66 | 11466 | . 59 | 8.31 × 7.11 12 | 3.93 | -2.62 |
| PR-3-02-3142 | 1% Completed in 2 Days (1-5 Lines - No Dispatch) | Parity with Retail | | 4.75 | 11466 | 59 | Į. | 2.62 | -4.22 |
| PR-3-03-3142 | 1 % Completed in a Days (1-5 Lines - No Dispatch) | Parity with Retail | | 1.53 | 11466 | 59 | | 1.66 | -4.12 |
| PR-3-04-3142 | 7% Completed in 1 Day (1-5 Lines - Dispatch) | Parity with Retail | | 0.00 | 581 | 12 | | 11.95 | -1.79 |
| PR-3-05-3142 | 78 Completed at 2 Days (1-5 Lines - Dispatch) | Parity with Retail | | 6.67 | 581 | 12 | Į i | 14.40 | •1.77 |
| PR-3-06-3142 | % Completed in 3 Days (1-5 Lines - Dispatch) | Parity with Retail | | 5.00 | 581 | 12 | | 14.08 | 0.85 |
| PR-3-07-3142 PR-3-08-3142 | 7% Completed in 4 Days (1-5 Lines - Total) | Parity with Retail Parity with Retail | | 4.37 | 12047 | 71 | | 1.54 | -2.54 |
| PR-3-09-3142 | 1 to completed in 5 Days (1.5 Lines - 140 Disputch) | Parity with Retail | | 6.61 | 11466 | 59 | | 0.99 | -2.84 |
| PR-3-10-3142 PR-3-10-3142 | % Completed in 5 Days (1-5 Lines – Dispatch) % Completed in 6 Days (1-5 Lines - Total) | Parity with Retail | | 91.67 95.77 | 581 12047 | 12 71 | | 7.95 0.93 | -0.03 |
| FN-3-10-3142 | 78 Completed #19 Days (1-5 Lines - total) | ranty with Netali | 33.30 (3 | 13.77 | 12047 | | | 0.93 | -3.86 |
| | PR-4 - Missed Appointments | | | | | | | | |
| PR-4-02-3100 | Average Delay Days - Total | Parity with Retail | 2.51 | 3.67 | 86 | 3 | 3.77 | 2.21 | -0.52 |
| PR-4-03-3100 | The state of the s | None: Analysis Only | 1.44 | 5.53 | 10.00 | exercise appropriate | | | plant to the No. |
| PR-4-04-3113 | % Missed Appt. – Customer % Missed Appt. – Verizon – Dispatch - Loop New % Missed Appt. – Verizon – Dispatch - Platform % Missed Appt. – Verizon – Dispatch - Hot Cut Loop | Parity with Retail | | 1.89 | 3532 | 106 | 1 | 1.51 | 0.34 |
| PR-4-04-3140 | % Missed Appt Verizon - Dispatch - Platform | Parity with Retail | | 4.35 | 3532 | 23 | | 3,21 | -0.60 |
| PR-4-04-3520 | % Missed Appt Verizon - Dispatch - Hot Cut Loop | Parity with Retail | 2.41 | 0.00 | 3532 | 64 | | 1.93 | 1.25 |
| PR-4-05-3111 | | Parity with Retail | | 0.00 | 24777 | 264 | on the State of | | |
| PR-4-05-3121 | % Missed Appt Verizon - No Dispatch - Other % Missed Appt Verizon - No Dispatch - Platform | Parity with Retail | | NA | 24777 | | | | |
| PR-4-05-3140 | % Missed Appt Verizon - No Dispatch - Platform | Parity with Retail | | 0.00 | 24777 | 375 | J | L | |
| PR-4-08-3111 | % Missed Appt Customer - Due to Late Order Conf Hot Cut Loop | None; Analysis Only | | 0.61 | | 328 | | | |
| PR-4-08-3121 | % Missed Appt Customer - Due to Late Order Confirmation - Other | None: Analysis Only | | NA | | | | and the second | ALCOHOL: |
| PR-4-08-3140 | % Missed Appt Customer - Due to Late Order Confirmation- Platform | None: Analysis Only | *************************************** | 0.00 | | 398 | 31-17-7-19-90 | 120 | 1 A 1 A 1 A 1 |
| | PR-5 - Facility Missed Orders | | | | | | | | |
| PR-5-01-3112 | % Missed Appointment - Verizon - Facilities Loop | Parity with Retail | 0.96 | 1.89 | 3532 | 106 | Marage Del Marie | 0.96 | -0.97 |
| PR-5-01-3140 | % Missed Appointment - Verizon - Facilities - Platform | Parity with Retail | | 0.00 | 3532 · | 23 | t i i i | 2.04 | 0.47 |
| PR-5-02-3112 | W Orders Hold for Excilition - 15 Days 1000 | Parity with Retail | | 0.00 | 3532 | 106 | | 0.17 | 0.18 |
| PR-5-02-3140 | % Orders Held for Facilities > 15 Days - Platform | Parity with Retail | | 0.00 | 3532 · | 23 | | 0.36 | 0.08 |
| PR-5-03-3112 | % Orders Held for Facilities > 60 Days - Loop | Parity with Retail | | 0.00 | 3532 | 106 | 31.07 (2.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1 | 1 | |
| PR-5-03-3140 | % Orders Held for Facilities > 60 Days - Loop % Orders Held for Facilities > 60 Days - Platform | Parity with Retail | | 0.00 | 3532 | 23 | 1 | | |
| | | | | | | | | | |
| | PR-6 - Installation Quality | | | | | | | | |
| PR-6-01-3100 | % Installation Troubles reported within 30 Days - Loop | Parity w/Verizon Retail for Found Troubles | | 1.86 | 21668 | 1395 | | 0.51 | 3.32 |
| PR-6-01-3121 | % Installation Troubles reported within 30 Days - Platform | Parity w/Verizon Retail for Found Troubles | | 0.89 | 21668 | 788 | | 0.67 | 3.98 |
| PR-6-02-3520 | % Installation Troubles reported within 7 Days - Hot Cut Loop | < = 2% | | 0.48 | 10.00 | 1044 | 1 | والمراكب المراكب | |
| PR-6-02-3112 | % Installation Troubles reported within 7 Days - Loop | Parity w/Verizon Retail for Found Troubles | | 1.08 | 21668 | 1395 | | 0.40 | 2.73 |
| PR-6-02-3121 | % Installation Troubles reported within 7 Days - Platform | Parity w/Verizon Retail for Found Troubles | | 0.38 | 21668 | 788 | | 0.53 | 3.39 |
| PR-6-03-3112 PR-6-03-3121 | % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform | None; Analysis Only None; Analysis Only | | 3.01 | 21668 21668 | 1395 788 | 1 | 0.46 | -0.33 |
| PH-6-03-3121 | % installation Troubles reported within 30 Days - PORTOVOPE - Platforn | None; Analysis Unity | 2.50 | 0.63 | 21006 | 788 | K. State of the st | 0.60 | 3.68 |
| | PR-8 - Open Orders in a Hold Status | | | | | | | | |
| PR-8-01-3100 | Open Orders in a Hold Status > 30 Days | Parity with Retail | 0.00 | 0.00 | 28309 | 506 | LA J ESCAPA CARA KARAN | 4 | |
| PR-8-02-3100 | Open Orders in a Hold Status > 90 Days | Parity with Retail | | 0.00 | 28309 | 506 | | | |
| 111-0-02-0100 | open orders in a road outday you buys | rany marronas | 0.00 | 0.00 | 20003 | 300 | ko. 3 22 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | 1 1 | |
| | PR-9- Hot Cuts | | | | | | | | |
| PR-9-01-3520 | % On Time Performance Hot Cut | 95% Completed Within Window | 9 | 88.88 | | 267 | Books | Manager Control | Marking as U |
| PR-9-08-3520 | Average Duration of Service Interruption | No Standard Established | 2 | 21.84 | | 5 | 1 | ALC: Value | |
| PR-9-09-3520 | %Supplemented or Cancelled Orders at VZ Request | No Standard Established | | UD | | | | 100 | |
| | | | | | | | | | |
| | POTS & Complex Aggregate | | | | | | | | |
| | | | | | | | | | |
| | PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-12-3133 | Av. Interval Offered - Disconnects | Parity with Retail | 3.08 | 3.52 | 12656 | 375 | 4.94 | 0.26 | -1.70 |
| | | | | | | | | | |
| | PR-2 - Average Completed Interval | | | | | | | | ···· |
| PR-2-18-3133 | Av. Completed Interval - Disconnects | Parity with Retail | 2.81 | 3.03 | 11630 | 328 | 4.57 | 0.26 | -0.86 |
| | continued | | | | | | | | _ |
| | | | | | | | | | |

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

| | Special Services - Provisioning | | Actual Pe | rformance | Number of C | bservations | | | |
|------------------------------|--|--|---------------------|----------------|--|--------------|--|--|---|
| Metric # | | Standard | ٧z | CLEC Aggregate | ٧z | All CLECs | Standard | Sampling Error | Z-Score |
| | PR-1 - Average Interval Offered | Standard | | | | | Deviation | | |
| PR-1-01-3200 | | Parity with Retail | 18.70 | 15.50 | 10 | 6 | 10.59 | 5.47 | 0.59 |
| PR-1-02-3200 | 1. http://doi.org/10.100/ | Parity with Retail | 15.54 | 25.11 | 41 | 9 | 9.56 | 3.52 | -2.72 |
| PR-1-06-3200 | Av. Interval Offered – DS0 Av. Interval Offered – DS0 Av. Interval Offered – DS1 | Parity with Retail | 13.50 | NA NA | 24 | | 5.93 | | |
| PR-1-07-3200 | Av. Interval Offered – DS1 Av. Interval Offered – DS3 | Parity with Retail | 18.52 | 25.22 | 27 | 9 | 11.80 | 4.54 | -1.48 |
| PR-1-08-3200 | Av. Interval Offered – DS1 Av. Interval Offered – DS3 | Parity with Retail | NA NA | NA NA | | | J | 1 | |
| PR-1-09-3511 | Av. Interval Offered - DS3 Av. Interval Offered - Total - EEL - Backbone | EEL Legend | | NA | College Season | | | | |
| PR-1-09-3512 | Av. Interval Offered - Total - EEL - Backborne Av. Interval Offered - Total - EEL - Loop | EEL Legend | | 18.67 | 4.4 | 3 | | and the second | |
| PR-1-09-3530 | Av. Interval Offered - Total - EEL - Loop Av. Interval Offered - Total - IOF | IOF Legend | | 12.00 | 10.0 | 3 | | | 100 |
| PR-1-12-3200 | Av. Interval Offered – Disconnects | Parity with Retail | 10.63 | 5.13 | 219 | 8 | 7.86 | 2.83 | 1.94 |
| | | | | | | | | | |
| | PR-2 - Average Completed Interval | Parity with Retail | 33.50 | 20.00 | 2 | 2 | 31.82 | 31.82 | 0.42 |
| PR-2-01-3200 | Av. Interval Completed - Total No Dispatch | Parity with Retail | 18.10 | 30.00 | 10 | 4 | 16.43 | 9.72 | -1.22 |
| PR-2-02-3200 PR-2-06-3200 | Av. Interval Completed - Total Dispatch Av. Interval Completed - DS0 | Parity with Rotal | 11.75 | NA NA | 4 | | 2.50 | - V./- | 1.22 |
| PR-2-07-3200 | 14. 64. 19.4 004 | Parity with Reteil | 25.13 | 29.33 | 8 | 3 | 21.85 | 14.79 | -0.28 |
| PR-2-08-3200 | At the said Committee of Dec | Parity with Retail | NA NA | NA NA | | | | 1 | |
| PR-2-09-3511 | Av. Interval Completed - Total - EEL - Backbone | EEL Legend | | NA NA | 21 10 Sec. 65.00 | | 0.003646466 | | S. St. Colombia |
| PR-2-09-3512 | Av. Interval Completed - Total - EEL - Loop | EEL Legend | v 20 00 00 | 32.00 | | 1 | - | Section 1 | |
| PR-2-09-3530 | - [1] 보고 있는 사람들 사용한 전환 등 대표 전환 대표를 보고 있다면 하다 하는 사람들이 되고 있다면 하는 사람들이 되었다. | IOF Legend | | 20.00 | 400 | 2 | 1 | | |
| PR-2-18-3200 | Av. Interval Completed - Total - IOF Av. Interval Completed - Disconnects | Parity with Retail | 10.33 | NA NA | 108 | | 5.44 | | |
| | | • | | | | | | | |
| | PR-4 - Missed Appointments | | | | | | | | |
| PR-4-01-3510 | % Missed Appointment - Verizon - Total - EEL | Parity with Retail | 8.33 | 50.00 | 12 | 2 | 4 | 21.11 | -1.97 |
| PR-4-01-3530 | % Missed Appointment Verizon Total- IOF | Parity with Retail | NA NA | 25.00 | | 4 | 4000000 | | |
| PR-4-01-3210 | 1 % MISSEQ Appointment - Venzon - DSU | Parity with Retail | 4.76 | 0.00 | 21 12 | 18 | 4. 10 30 00 18 | 10.30 | 0.81 |
| PR-4-01-3211 | % Missed Appointment - Venzon - DS1 | Parity with Retail Parity with Retail | 8.33 NA | NA NA | 12 | 10 | 4 | 10.30 | V.01 |
| PR-4-01-3213 | 76 trilosed Appointment Territori Doo | Parity with Retail | NA NA | NA NA | - | | | 1 | |
| PR-4-01-3214 PR-4-02-3200 | % Missed Appointment - Verizon - Special Other Average Delay Days - Total | Parity with Retail | 26.50 | NA NA | 2 | | 31.82 | * | |
| PR-4-02-3200 PR-4-02-3510 | Average Delay Days - Total - EEL | Parity with Retail | 49.00 | 8.00 | 1 | 1 | VI.02 | | |
| PR-4-02-3510 PR-4-02-3530 | Average Delay Days - Total - IOF | Parity with Retail | NA NA | 12.00 | | 1 | | | |
| PR-4-03-3200 | % Missed Appointment Customer | None; Analysis Only | 45.45 | 50.00 | The state of the s | 344.03.22.22 | Access the Control of | 27/19/2015 | CONTRACTOR OF THE PROPERTY OF |
| PR-4-03-3510 | % Missed Appointment - Customer - EEL | None: Analysis Only | NA | 0.00 | | Resultant | | | |
| PR-4-08-3200 | % Missed Appt Customer - Late Order Conf. | None: Analysis Only | North Action | 4.17 | | 24 | | | |
| | | | | | | | | | |
| DD # 04 00** | PR-5 - Facility Missed Orders | Parity with Retail | 0.00 | 0.00 | 27 | 20 | Total Delivery | η · · · · · · · · · · · · · · · · · · · | |
| PR-5-01-3200 | % Missed Appointment – Verizon – Facilities | Parity with Retail | 0.00 | 0.00 | 27 | 20 | 4000000 | i | |
| PR-5-02-3200 PR-5-03-3200 | % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days | Parity with Retail | 0.00 | 0.00 | 27 | 20 | 10000 | å | |
| FN-3-03-3200 | A Ciders flex for Facilities 2 CO Cays | 1 2113) 47111 15103 | - 5.55 | | | | Line in the children | i.l | |
| | PR-6 - Installation Quality | _ | | | | | | | |
| PR-6-01-3200 | % Installation Troubles reported within 30 Days | Parity w/Verizon RT for Found Troubles | | 4.17 | 135 | 24 | | 6.06 | 0.66 |
| PR-6-03-3200 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | None: Analysis Only | 5.19 | 0,00 | 135 | 24 | 10 (10 VI) 31 | 4.91 | 1.06 |
| | | | | | | | | | |
| PR-7-01-3510 | PR-7 - Jeopardy Reports 9/ Ordors with Jeopardy Status - EEI | Jeopardy Legend | EUR 116 - FUR - EUR | 50.00 | Language Constraint | 1 2 | TREASURA CONTRACTOR COME | Classic de la compa | ************************************** |
| FM-1-01-3510 | % Orders with Jeopardy Status - EEL | 1 sector of reserve | CALLEST THE THE | 1 00.00 | C-4-1772-X-78E-ISE | | 1-1-12-151-161-161-161-161-161-161-161-161-161 | | |
| | PR-8 - Open Orders in a Hold Status | | | | | | | | |
| PR-8-01-3200 | Open Orders in a Hold Status > 30 Days | Parity with Retail | 0.00 | 0.00 | 33 | - 18 | | | |
| PR-8-01-3510 | Open Orders in a Hold Status > 30 Days - EEL | Parity with Retail(OS1) | 0.00 | 0.00 | 12 | 2 | 1 4 4 4 4 | | |
| PR-8-01-3530 | Open Orders in a Hold Status > 30 Days - IOF | Parity with Retail(DS3) | NA NA | 0.00 | | 4 | 4 | | |
| PR-8-02-3200 | Open Orders in a Hold Status > 90 Days | Parity with Retail | 0.00 | 0.00 | 33 | 18 | 430000 | 1 | |
| PR-8-02-3510 | Open Orders in a Hold Status > 90 Days - EEL | Parity with Retail(DS1) | 0.00 | 0.00 | 12 | 2 | | 1 | |
| PR-8-02-3530 | Open Orders in a Hold Status > 90 Days - IOF | Parity with Retail(DS3) | NA | 0.00 | <u> </u> | 4 | T 24 (1902) 55 (508) | 11 | |
| | *Legend Notations defined on Legend sheet - last page | 1 | | | | | | | |
| | redeur inorquious delined on redeur street - rast bade | 1 | | | | | | | |

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

| | Maintenance - POTS Loop | | Actual P | erformance | Number of Observation | | | | |
|------------------------------|--|--|-----------------|----------------|-----------------------|--------------|-----------------------|----------------|---------------|
| Metric # | | Standard | ٧z | CLEC Aggregate | ٧z | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| MR-2-02-3550 | MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop | Parity with Retail | 0.76 | 0.54 | 592738 | 28088 | | 0.05 | 4.14 |
| MR-2-03-3550 | Network Trouble Report Rate - Central Office | Parity with Retail | 0.07 | 0.06 | 592738 | 28088 |] | 0.02 | 0.71 |
| MR-2-04-3550 MR-2-05-3550 | % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate | I/C/W MRAs None: Analysis Only | 12.95 0.57 | 39.57 0.60 | 5644 592738 | 278 28088 | \exists | 0.05 | -0.61 |
| 2 00 0000 | | | | | | | | | |
| MR-3-01-3550 | MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop | Parity with Retail | 4.92 | 1,97 | 4508 | 152 | | 1.78 | 1.65 |
| MR-3-02-3550 | % Missed Repair Appointment - Central Office | Parity with Retail | 2.96 | 12.50 | 405 | 16 | | 4.32 1.51 | -2.21 1.72 |
| MR-3-03-3550 MR-3-04-3550 | % CPE/TOK/FOK - Missed Appointment % Missed Repair Appointment - No Double Dispatch | None: Analysis Only None: Analysis Only | 3,79 | 1.19 0.71 | 3379 4390 | 168 141 | ⊣ " | 1.54 | 1.72 |
| MR-3-05-3550 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 27.11 | 20.00 | 284 | 10 | | 14,30 | 0.50 |
| | MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3550 | Mean Time To Repair - Total | Parity with Retail | 16.28 | 16.84 | 4913 4508 | 168 152 | 18.65 18.93 | 1.46 | -0.38 1.18 |
| MR-4-02-3550 MR-4-03-3550 | Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble | Parity with Retail Parity with Retail | 17.24 5.67 | 15.40 30.53 | 405 | 16 | 10.34 | 2.63 | -9.44 |
| MR-4-04-3550 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 81.52 | 89.29 | 4913 | 168 | | 3.05 | 2.55 0.00 |
| MR-4-07-3550 MR-4-08-3550 | % Out of Service > 12 Hours % Out of Service > 24 Hours | Parity with Retail Parity with Retail | 51.22 17.89 | 51.22 9.76 | 3756 3756 | 123 123 | \dashv | 4.58 3.51 | 2.31 |
| MR-4-09-3550 | Mean Time To Repair - No Double Dispatch | Parity with Retail | 15.47 | 14.61 | 4390 | 141 | 17.27 | 1,48 | 0.58 |
| MR-4-10-3550 | Mean Time To Repair - Double Dispatch | Parity with Retail | 32.63 | 47.32 | 284 | 10 | 30.90 | 9.94 | -1.48 |
| | MR-5 - Repeat Trouble Reports | B-2 | 10.04 | 22.65 | 4049 | 168 | 1 - 11 - 2014 - 120 | 2.69 | -3,11 |
| MR-5-01-3550 | % Repeat Reports within 30 Days | Parity with Retail | 13.64 | 22.02 | 4913 | 168 | Portugation (SEC) | 1 2.69 | -3,11 |
| | Maintenance - POTS Platform | | | | | | | | |
| | MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02-3140 | Network Trouble Report Rate - Platform | Parity with Retail | 0.76 | 0.86 | 592738 | 2562 | | 0.17 | -0.57 |
| MR-2-03-3140 MR-2-04-3140 | Network I rouble Report Hate - Central Office | Parity with Retail I/C/W MRAs | 12.95 | 0.20 6.90 | 592738 5644 | 2562 29 | \dashv | 0,05 | -2.45 |
| MR-2-05-3140 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.57 | 1.01 | 592738 | 2562 | | 0.15 | -2.98 |
| | MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01-3144 | % Missed Repair Appointment Platform Bus. | Parity with Retail Parity with Retail | 6.78 4.63 | 5.88 0.00 | 664 3821 | 17 5 | - market | 6.17 9.40 | 0.15 0.49 |
| MR-3-01-3145 MR-3-02-3144 | % Missed Repair Appointment Platform Res. % Missed Repair Appointment Central Office Bus. | Parity with Retail | 3.42 | 0.00 | 117 | 5 | | 8.30 | 0.41 |
| MR-3-02-3145 | % Missed Repair Appointment – Central Office Res. | Parity with Retail None: Analysis Only | 2.79 3.79 | 0,00 | 287 3379 | 26 | 7 | 3.76 | 1.01 |
| MR-3-03-3140 MR-3-04-3140 | % Missard Repair Appointment - No Double Dispatch | None; Analysis Only | 3.37 | 4,17 | 4390 | 24 | | 3,69 | -0.22 |
| MR-3-05-3140 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 27,11 | 0.00 | 284 | 2 | | 31.54 | 0.86 |
| | MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3140 | Mean Time To Repair - Total Mean Time To Repair - Loop Trouble - Platform - Bus. | Parity with Retail Parity with Retail | 16.28 11.01 | 6.27 8.23 | 4913 664 | 27 17 | 18.65 15.75 | 3.60 | 2.78 0.72 |
| MR-4-02-3144 MR-4-02-3145 | Mean Time To Repair - Loop Trouble - Platform - Res. | Parity with Retail | 18.27 | 5.34 | 3821 | 5 | 19.17 | 8,58 | 1,51 |
| MR-4-03-3144 | Mean Time To Repair - Central Office Trouble - Bus. Mean Time To Repair - Central Office Trouble - Res. | Parity with Retail Parity with Retail | 5.17 5.83 | 0.52 NA | 287 | 5 | 10.64 | 4.86 | 0.96 |
| MR-4-03-3145 MR-4-04-3140 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 81.52 | 100.00 | 4913 | 27 | 1000000 | 7.49 | 2.47 |
| MR-4-06-3140 MR-4-07-3140 | % Out of Service > 4 Hours % Out of Service > 12 Hours | Parity with Retail Parity with Retail | 70.23 51.22 | 33.33 19.05 | 3756 3756 | 21 | | 10.01 | 3.69 2.94 |
| MR-4-08-3144 | % Out of Service > 24 Hours - Bus. | Parity with Retail | 8.24 | 0.00 | 631 | 16 | | 6,96 | 1.18 |
| MR-4-08-3145 | % Out of Service > 24 Hours - Res. | Parity with Retail | 19.76 | 0.00 | 3103 | 5 | | 17.82 | 1.11 |
| | MR-5 - Repeat Trouble Reports | | 10.04 | 1 44.04 | 4913 | 27 | the best of the | 6.62 | -0.18 |
| MR-5-01-3140 | % Repeat Reports within 30 Days | Parity with Retail | 13.64 | 14.81 | 4913 | 21 | | 0.62 | -0.16 |
| | 2-Wire Digital Services - Maintenance | | * | | | | | | |
| | 2-Wife Digital Services - Maintellance | | | | | | | | |
| ND 0 00 0014 | MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop | Parity with Retail | 0.42 | 1.16 | 1900 | 344 | 1 | 0.38 | -1.95 |
| MR-2-02-3341 MR-2-03-3341 | Notwork Trouble Report Rate - Central Office | Parity with Retail | 0.26 | 0.00 | 1900 | 344 | | | 0.88 |
| MR-2-04-3341 MR-2-05-3341 | % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate | VC/W MRAs None: Analysis Only | 27.78 | 0.00 1.45 | 18 | 344 | | 0.82 | 0.67 |
| IMIT-2-03-00-1 | | , | | | | | | | |
| MR-3-01-3341 | MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop | Parity with Retail | 50.00 | 0.00 | 8 . | 4 | | 30.62 | 1.63 |
| MR-3-02-3341 | % Missed Repair Appointment - Central Office | Parity with Retail None: Analysis Only1 | 20.00 | NA | 5 | 5 | _ | 16.08 | 0.82 |
| MR-3-03-3341 MR-3-04-3341 | % CPE/TOK/FOK - Missed Appointment % Missed Repair Appointment - No Double Dispatch | None: Analysis Only1 | 13.16 25.00 | 0.00 | 38 | 3 | | 33.07 | 0.76 |
| MR-3-05-3341 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only1 | 57.14 | NA | 7 | | 1 200 000 | CC. | i |
| | MR-4 - Trouble Duration Intervals | | | | | , | | 2 | 1 |
| MR-4-01-3341 | Mean Time To Repair - Total | Parity with Retail Parity with Retail | 14.44 18.79 | 4.80 4.80 | 13 | 4 | 11.46 | 6.55 7.50 | 1.47 |
| MR-4-02-3341 MR-4-03-3341 | Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble | Parity with Retail | 7.47 | NA | 5 | | 5.76 | 1 | |
| MR-4-04-3341 | % Cleared (all troubles) within 24 Hours | Parity with Retail Parity with Retail | 69,23 100,00 | 0,00 | 13 | 3 | | 26.39 | 1,17 |
| MR-4-07-3341 MR-4-08-3341 | The state of the s | Parity with Retail | 0.00 | 0.00 | 1 | 3 | | | |
| MR-4-09-3341 | 1% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch Mean Time To Repair - Double Dispatch | Parity with Retail Panty with Retail | 8.55 20.96 | 4.92 NA | 7 | 3 | 11.38 | 4.67 | 0.78 |
| MR-4-10-3341 | Mean Time to Repair - Double Disparch | count and man | 20.00 | 1 1773 | | | | | |
| MR-5-01-3341 | MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days | Parity with Retail | 38.46 | 50.00 | 13 | 4 | | 27.82 | -0.41 |
| | continued | | | | | | | | |

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES continued

| | 2-Wire xDSL Loops - Maintenance | | Actual Pe | Number of C | bservations | | | | |
|------------------------------|---|--|-----------------|-----------------|----------------------------------|------------|---|---------------------------------------|----------------|
| Metric # | | Standard | Vz | CLEC Aggregate | ٧z | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| MR-2-02-3342 | MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop | Parity with VADI | 0.07 | 0.67 | o handerbissuis (n. 1 | 1499 | 5 x 1 5 1 3 3 3 5 6 5 1 6 5 6 5 6 6 5 6 6 6 6 6 6 6 6 6 | | -7.68 |
| MR-2-03-3342 | Network Trouble Report Rate - Central Office | Parity with VADI | 0.03 | 0.07 | | 1499 | j nev | **** [| -0.76 |
| MR-2-04-3342 MR-2-05-3342 | % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate | Assessed I/C/W MRAs None; Analysis Only | 7.69 1,12 | 0.00 1.07 | | 13 1499 | - | - F | 0.74 |
| MH-2-05-3342 | | None; Analysis Only | 1,12 | 1.07 | L, the second | 1400 | 3 1 S.S.S.S.A. (Manufacture) | alookabook la xxxxx : - /x : - x : | 0.17 |
| MR-3-01-3342 | MR-3 - Missed Repair Appointments Missed Repair Appointment - Loop | Parity with VADI | 0.00 | 0.00 | I was said I | 12 | | | |
| MR-3-02-3342 | % Missed Repair Appointment - Central Office | Parity with VADI | 0.00 | 0.00 | | 1 | | L | |
| MR-3-03-3342 MR-3-04-3342 | %CPE/TOK/FOK - Missed Appointment % Missed Repair Appointment - No Double Dispatch | None: Analysis Only1 None: Analysis Only1 | 7.89 | 0.00 | | 16 9 | | F | 1.06 |
| MR-3-05-3342 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only1 | 0.00 | 0.00 | | 2 | | F | |
| | MR-4 - Trouble Duretion Intervals | | | | | | | | |
| MR-4-02-3342 | Mean Time To Repair - Loop Trouble | Parity with VAD1 | 13.15 | 10.79 | | 12 | | | 0.79 |
| MR-4-03-3342 MR-4-04-3342 | 9. Cloared (all troubles) within 24 Hours | Panty with VADI Parity with VADI | 12.97 91.67 | 0.65 100.00 | - * 18 d5* 000* C00* C00* (400) | 13 | - | · · · · · · · · · · · · · · · · · · · | 1.29 0.75 |
| MR-4-07-3342 | % Out of Service > 12 Hours | Parity with VADI | 66.67 | 27.27 | | 11 | | L L | 2.00 |
| MR-4-08-3342 MR-4-09-3342 | % Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch | Parity with VADI Parity with VADI | 8.33 11.98 | 0.00 | | 11 9 | 4 | | 0.72 1,06 |
| MR-4-10-3342 MR-4-10-3342 | Mean Time To Repair - Double Dispatch | Parity with VADI | 18.60 | 20.60 | | 2 | | | -0.17 |
| | MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-3342 | % Repeat Reports within 30 Days | Parity with VADI | 33.33 | 30.77 | | 13 | 100 | ingsty (A) | 0.14 |
| | 2-Wire xDSL Line Sharing - Maintenance | | | | | | | | |
| | | | | | | | | | |
| MR-2-02-3343 | MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop | Parity with VADI | 0.07 | 0.00 | S constitution (| 4 | Late Strong Services | L | 0.05 |
| MR-2-03-3343 | Network Trouble Report Rate - Central Office | Parity with VADI | 0.03 | 0.00 | | 4 | | | 0.03 |
| MR-2-04-3343 MR-2-05-3343 | % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate | Assessed I/C/W MRAs None; Analysis Only | 7.69 | 0.00 | | 4 | Η | + | 0.21 |
| 1111-2-03-0040 | | | <u> </u> | | | | h | | |
| MR-3-01-3343 | MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop | Parity with VADI | 0.00 | NA NA | | | T. F. 12-18-18-18-18 | almaniania dis I | |
| MR-3-02-3343 | % Missed Repair Appointment - Central Office | Parity with VADI | 0.00 | NA | | | | 18 H | |
| MR-3-03-3343 MR-3-04-3343 | %CPE/TOK/FOK - Missed Appointment % Missed Repair Appointment - No Double Dispatch | None: Analysis Only1 None: Analysis Only1 | 7.89 | NA NA | | | - | i i | |
| MR-3-05-3343 | % Missad Repair Appointment - Double Dispatch | None: Analysis Only1 | 0.00 | NA NA | | | | | |
| | MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-02-3343 | Mean Time To Repair - Loop Trouble | Parity with VADI | 13.15 | NA. | - 11 11 11 11 11 | | | | |
| MR-4-03-3343 MR-4-04-3343 | Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours | Parity with VADI Parity with VADI | 12.97 91.67 | NA NA | | | + | | |
| MR-4-07-3343 | % Out of Service > 12 Hours | Parity with VADI | 66.67 | NA | | | E 01300000000000 | and the second second | |
| MR-4-08-3343 MR-4-09-3343 | Mean Time To Renair - No Double Dispatch | Parity with VADI Parity with VADI | 8.33 11.98 | NA NA | | | + | | |
| MR-4-10-3343 | Mean Time To Repair - Double Dispatch | Parity with VADI | 18.60 | NA | | | | I | |
| | MR-5 - Repeat Trouble Reports | | | • | | | ٠. | | |
| MR-5-01-3343 | % Repeat Reports within 30 Days | Parity with VADI | 33,33 | NA | | | | 237004444111111 | |
| | Special Services - Maintenance | | | | | | | | |
| | MR-2 - Trouble Report Rate | | 2.00 | 4.40 | 55000 | 674 | L Service Schools and Company | 0.19 | -6.70 |
| MR-2-01-3200 MR-2-05-3200 | Network Trouble Report Rate % CPE/TOK/FOK Trouble Report Rate | Parity with Retail None: Analysis Only | 0.23 | 1,49 | 55609 55609 | 671 671 | | 0.19 | -6.70 -4.53 |
| | MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3200 | Mean Time To Repair - Total | Parity with Retail | 4.99 | 5.95 | 130 | 10 | 3.60 | 1.18 | -0.81 |
| MR-4-04-3200 MR-4-06-3200 | % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours | Parity with Retail Parity with Retail | 100.00 50.00 | 100,00 50,00 | 130 | 10 10 | - | 16.41 | 0.00 |
| MR-4-08-3200 MR-4-08-3200 | % Out of Service > 4 Hours % Out of Service > 24 Hours | Parity with Retail | 0.00 | 0.00 | 130 | 10 | 1 | | |
| | MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-3200 | % Repeat Reports within 30 Days | Parity with Retail | 20.77 | 30.00 | 130 | 10 | S (7) (1) (1) (2) (2) (3) | 13.31 | -0.69 |
| | Legend Notations defined on Legend sheet - last page | | | | | | | | |
| | | | | | | | | | |

CLEC Aggregate Performance TRUNKS

| Metric # | ORDERING | | Aggregate Interconnection Actual Number of | | | | | | |
|--|---|--|--|--|-----------------------|-----------------------|--|----------------|---------|
| OR-1-11-5020 OR-1-11-5030 OR-1-12-5020 OR-1-12-5020 OR-1-13-5020 OR-1-19-5030 | % On Time FOC (> 192 and Unforecasted Trunks) % On Time Design Layout Record (DLR) | Standard 10 Business Days Negotiated Process 5% on time: 10 Business Days Negotiated Process 6% on time: 10 Business Days Negotiated Process Negotiated Process | | 4.00 0.67 100.00 100.00 100.00 100.00 NA | | Observations 2 6 8 2 | | | |
| OR-2-11-5000 OR-2-12-5000 | OR-2 - Reject Timeliness Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) % On Time Trunk ASR Reject (<= 192 Forecasted Trunks) | 15% on time: 10 Business Days | | 1.00 100.00 | [| 3 | i | | |
| | PROVISIONING | | Actual Pe | rformance CLEC Aggregate | Number of O | bservations All CLECs | Standard Deviation | Sampling Error | Z-Score |
| PR-1-09-5020 PR-1-09-5030 | PR-1 - Average Interval Offered Av. Interval Offered - Total (<= 192 Forecasted Trunks) Av. Interval Offered - Total (<= 192 & Unforecasted Trunks) | Parity with IXC / FGD Parity with IXC / FGD | NA NA | 11.00 NA | | 1 | | | |
| PR-2-09-5020 PR-2-09-5030 | PR-2 - Average Interval Completed Av. Interval Completed – Total (<= 192 Forecasted Trunks) Av. Interval Completed – Total (> 192 & Unforecasted Trunks) | Parity with IXC / FGD Parity with IXC / FGD | NA NA | NA NA | | | | | |
| PR-4-01-5000 PR-4-02-5000 PR-4-03-5000 PR-4-07-3540 | PR-4 - Missed Appointment % Missed Appointment - Verizon - Total Average Delay Days - Total % Missed Appointment - Customer % On Time Performance - LNP Onty | Parity with IXC / FGD Parity with IXC / FGD None: Analysis Only 95% on Time | 0,00 NA 0.00 | 0.00 NA 22.22 99.63 | 360 | 648 1882 | | | |
| PR-5-01-5000 PR-5-02-5000 PR-5-03-5000 | PR-5 - Facility Missed Orders % Missed Appointment – Verizon – Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days | Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD | 0.00 0.00 0.00 | 0.00 0.00 0.00 | 360 360 360 | 648 648 648 | over se P C | | |
| PR-6-01-5000 PR-6-03-5000 | PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Inst. Troubles reported within 30 Days - FOK/TOK/OPE | Parity with IXC / FGO None; Analysis Only | 0.00 | 0.00 | 360 360 | 648 648 | | | |
| PR-8-01-5000 PR-8-02-5000 | PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status - 30 Days Open Orders in a Hold Status - 90 Days | Parity with IXC / FGD Parity with IXC / FGD | 0.00 | 0.00 | 360 360 | 648 648 | Primaria | | |
| | MAINTENANCE | | | | | | | | |
| MR-2-01-5000 | MR-2 - Trouble Report Rate Network Trouble Report Rate | Parity with IXC / FGO | 0.00 | 0.00 | 31350 | 46662 | st the Help of the st | | |
| MR-4-01-5000 MR-4-04-5000 MR-4-06-5000 MR-4-06-5000 MR-4-07-5000 MR-4-08-5000 | MR-4 - Trouble Duration Intervals Mean Time To Repair - Total % Cleared (all troubles) within 24 Hours % Out of Service > 2 Hours % Out of Service > 4 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours % Out of Service > 24 Hours | Parity with IXC / FGD Parity with IXC / FGD | 1.45 100.00 0.00 0.00 0.00 0.00 | NA NA NA NA NA | 1 1 1 1 1 | | 1 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18 | | |
| MR-5-01-5000 | MR-5 - Repeat Trouble Report Rates % Repeat Reports within 30 Days | Parity with IXC / FGD | 0.00 | NA | 1 | I | 0000 | 1 | |
| | NETWORK PERFORMANCE | | | | | | | | |
| NP-1-01-5000 NP-1-02-5000 NP-1-03-5000 NP-1-04-5000 | NP-1 - Percent Final Trunk Group Blockage % Final Trunk Groups Exceeding Blocking Standard % FTG Exceeding Blocking Std (No Exceptions) Number FTG Exceeding Blocking Std 2 Months Number FTG Exceeding Blocking Std 3 Months | See Guidelines See Guidelines See Guidelines See Guidelines | 0.00 | 0.00 5.88 0 | 36 36 | 17 17 17 17 | 1815 | | |
| NP-2-01-6701 NP-2-02-6701 NP-2-03-6701 NP-2-04-6701 NP-2-05-6701 NP-2-06-6701 NP-2-08-6701 | NP-2 - Collocation Performance - New % On Time Response to Request for Physical Collocation % On Time Response to Request for Virtual Collocation Average Interval - Physical Collocation Average Interval - Virtual Collocation % On Time - Physical Collocation % On Time - Virtual Collocation % On Time - Virtual Collocation Average Delay Days - Physical Collocation Average Delay Days - Virtual Collocation | 10 Bus. Days 10 Bus. Days 76 Bus Days 105 Bus. Days 95% on time 95% on time See Guidelines See Guidelines | | NA NA NA NA NA NA NA | | | | | |
| NP-2-01-6702 NP-2-02-6702 NP-2-03-6702 NP-2-04-6702 NP-2-06-6702 NP-2-06-6702 NP-2-07-6702 NP-2-08-6702 | NP-2 - Collocation Performance - Augment % On Time Response to Request for Physical Collocation % On Time Response to Request for Virtual Collocation Average Interval - Physical Collocation Average Interval - Virtual Collocation % On Time - Physical Collocation % On Time - Physical Collocation % On Time - Virtual Collocation Average Delay Days - Physical Collocation Average Delay Days - Virtual Collocation Legend Notations defined on Legend sheet - last page | 10 Bus. Days 10 Bus. Days 76 Bus Days 105 Bus. Days 95% on time 95% on time See Guidelines See Guidelines | | 100.00 NA 66.00 NA 100.00 NA NA NA | | 3 | | | |
| | | | | | | | | | |

LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
** = MA Measurement
1 = Retail number shown is VADI
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
UR = Performance metric is under review
NA = No Activity
NEF = No Existing Functionality
TBD = Performance standard is to be determined
R3 = Run 3 times per year.

NEF = No Existing Functionality
TBD = Performance standard is to be determined
R3 = Run 3 times per year.

I/C/W MRAs = Parify to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within Window = Standard for Cut-Over Window
1 to 91 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities